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San Francisco Public Library Commission
100 Larkin Street, San Francisco, CA 94102-4733
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SF
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#1
5/6/04

Gavin Newsom
Mayor

Charles A. Higueras, A.I.A.
President

Carol Steiman
Vice President

Helen Marte Bautista
Lonnie K. Chin
Steven A. Coulter
Fran A. Streets
Deborah Strobin
Commissioners

Susan Hildreth
City Librarian

Michael Housh
Commission Secretary

NOTICE OF MEETING

A regular meeting of the San Francisco Public Library Commission will be held as follows:

DATE: Thursday, May 6, 2004
TIME: 4:00 PM
PLACE: Koret Auditorium, Main Library, lower level

The meeting will be called to order.

1. PUBLIC COMMENT

(This item is to allow members of the public to comment generally on matters within the Commission's purview as well as to suggest new agenda items for the Library Commission's consideration.)

2. APPROVAL OF THE MINUTES ACTION

Presentation of, discussion of, and possible action to approve the Minutes of the regular Commission meeting of April 1, 2004.
Explanatory document: draft Minutes

3. PRIVACY POLICY ACTION

Presentation of, discussion of, and possible action to approve a Library Privacy Policy to safeguard the privacy of all library users and preserve confidentiality of information sought or received, and materials consulted, borrowed, or received.
Explanatory document: 4/30/04 draft Privacy Policy

4. RFID RECOMMENDATION ACTION

Presentation on and discussion of use of a Radio Frequency Identification (RFID) system in the Library in order to reduce workplace injuries and enhance Library operations, and possible action to approve acquisition of RFID-based technology to replace existing barcode based circulation and magnetic security systems, subject to adoption of suitable criteria and policies to protect user privacy.

5. CITY LIBRARIAN'S REPORT by City Librarian Susan Hildreth DISCUSSION

(This item is to allow the City Librarian to report on recent Library activities and make announcements)
The City Librarian will report on the following subjects: Library legislative Days in Sacramento (April 21st) and Washington, D.C. (May 3rd &4th); an update on the library citizen advisory committee; Proposition 14 3rd cycle eligibility review completed; the Ocean View Branch public art project, and exhibits and programs.

SAN FRANCISCO PUBLIC LIBRARY COMMISSION - Accessible Meetings Policy

To ensure the participation of the disabled public in all Commission public meetings, the following items concerning accessibility will be available:

Sign Language interpreters or note takers will be available upon request. Please contact Services for the Deaf and Hearing Impaired at 415/557-4433 (TDD) or 415/557-4434 (Voice) at least 48 hours prior to the meeting. Late requests will be honored if possible.

A sound enhancement system will be available upon request at the meetings. Please contact Services for the Deaf and Hearing Impaired at 415/557-4433 (TDD) or 415/557-4434 (Voice) at least 48 hours prior to the meeting. late requests will be honored if possible.

A person who is deaf or hearing impaired may gain meeting information prior to the meeting by calling 415/557-4433 (TDD) or 415/557-4434 (Voice). In addition, the California Relay Service can be used by individuals with hearing and speech impairments by calling 1-800/735-2929 (TDD) or 1-800/735-2992 (Voice).

Minutes of the meetings are available in alternative formats. If you require the use of a reader during the meeting, please contact the Library for the Blind and Print Handicapped at 415/557-4253 at least 48 hours in advance of the need.

Individuals with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities should call the accessibility hotline at 415/554-8925 to discuss meeting accessibility. In order to assist San Francisco's efforts to accommodate such people, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City to accommodate these individuals.

Library Commission meetings will be held at the Main Library, 100 Larkin Street at Grove, Lower Level, Koret Auditorium, except when otherwise noticed. The Commission meeting room is wheelchair accessible. The closest accessible BART station is Civic Center. The accessible MUNI line serving this location is the #19 Polk. For information about Muni's accessible service, please call 415/923-6142.

There is accessible parking available at 355 McAllister, Civic Center Plaza Garage. Call 415/863-1537.

Accessible seating for persons with disabilities (including those using wheelchairs) will be available at meetings.

The ringing of and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at this meeting. Please be advised that the Chair may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager, or other similar sound producing electronic devices.

Know Your Rights Under The Sunshine Ordinance

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review.

For more information on your rights under the Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code) or to report a violation of the ordinance, contact Donna Hall, Administrator, the Sunshine Ordinance Task Force, City Hall, Room 409 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102-4689 or at 415/554-7724 ph. 415/554-5163 FAX and website at Donna_Hall@sfgov.org. Copies of the Sunshine Ordinance can be obtained from the Clerk of the Sunshine Task Force, the San Francisco Public Library and on the City's website at www.sfgov.org/Sunshine

San Francisco Lobbyist Ordinance

Attention: Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance [SF Campaign & Governmental Conduct code sec. 2.100] to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the Ethics Commission at 30 Van Ness Avenue, Suite 3900, San Francisco, CA 94102, telephone (415) 581-2300, fax (415) 581-2317 and web site: sfgov.org/ethics.

Michael Housh, Commission Secretary 9/11/03

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6. LIBRARY SECURITY ISSUES REPORT DISCUSSION

Presentation and discussion of a report concerning Library security issues.

7. FRIENDS OF THE LIBRARY REPORT DISCUSSION

(This item is to allow the Friends of the San Francisco Public Library to inform the Commission of their current and proposed activities.)

8. LABOR UNION REPORT

(This item is to allow members of library labor organizations to report on employee matters within the Commission's purview as well as to suggest new agenda items for the Library Commission's consideration.)

9. NEW BUSINESS

(This item is to allow Commissioners to introduce new agenda items for consideration.)

10. ADJOURNMENT (requires motion and public comment) ACTION

4/30/04 - M. Housh, Commission Secretary

Explanatory documents: Copies of listed explanatory documents are available as follows: (1) from the Commission Secretary/Custodian of Records, Main Library, 6th Floor, (2) in the rear of the Koret Auditorium immediately before and during the meeting, and (3)to the extent possible, on the Library's website at http://sfpl.org/.

Additional materials not listed as explanatory documents on this agenda, if any, that are distributed to the Library Commissioners prior to or during the meeting in connection with any agenda item will be available to the public for inspection and copying in accordance with Government Code Section 54954.1 and Sunshine Ordinance §§ 67.9, 67.28(b)& 67.28(d).

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San Francisco Public Library

PRIVACY POLICY

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VII. My Account
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X. Library Cards and Circulation Records
XI. Network Security
XII. Cooperation with Law Enforcement
XIII. Information Automatically Collected and Stored
XIV. Appendices

I. Introduction

Your privacy is important to us. To better protect your privacy we provide this policy explaining our practices and the choices you can make about the way your information is collected and used.

To make this policy easy to find, we make it available on our home page and at every point where personally identifiable information may be requested.

The San Francisco Public Library champions intellectual freedom and the protection of personal privacy. The Library respects and protects the privacy of all library users, regardless of age.

Protecting library user privacy and confidentiality related to information and materials sought and received is a long-standing and integral principle of the San Francisco Public Library. Additionally, library records are protected under California Government Code,

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Title 1, Division 7, Chapter 3.5, Section 6267. This law exempts from disclosure circulation records showing use of specific library materials by a library user, as well as the address or telephone number of the library user.

To receive a library card, library users are required to provide a name, birth date and mailing address. This identifying information is retained as long as the library user continues to use the library card. The Library does not collect personal information about a library user when a user visits the Library's website, registers for a program, or registers for a library card unless the user authorizes the Library to have that information. Any information the library user chooses to provide will be used only to provide or improve library services.

Protection of confidentiality extends to information sought or received, and materials consulted, borrowed, and received. Protection of confidentiality includes database search records, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities or services.

The Library protects library user account information by placing it on a secure server.

II. Radio Frequency Identification (RFID) – If/when technology is adopted

RFID technology is used for the following purposes: 1.) to facilitate check-out and check-in of library materials through library user confidential self-checkout or staff assisted checkout, 2.) as a theft deterrent/collection protection system, 3.) for inventory control purposes, 4.) to improve efficient delivery of library services, 5.) to protect the health of staff, and 6.) to reduce costs associated with worker's compensation.

RFID implementation includes the following:

1. Signs will be posted in any library facility using RFID informing the public that RFID technology is in use, the types of usage, and a statement of protection of privacy.
2. The only information stored on the RFID chip/tag will be limited to the item barcode or an encrypted number.
3. RFID technology will not be used for library cards.
4. All local, state and/or federal legislation relating to RFID and library usage will be fully complied with at San Francisco Public Library.

III. Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act (USA PATRIOT ACT)

On October 21, 2001, Congress passed the USA PATRIOT Act. The act broadly expands law enforcement's surveillance and investigative powers, with Sections 214-216 applying to libraries and bookstores.

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Sections 214-216 of the Act give law enforcement agencies expanded authority to obtain library records, secretly monitor electronic communications and prohibit libraries and librarians from informing library users of monitoring or information requests.

IV. San Francisco's Response to the USA PATRIOT ACT

The Library Commission and the San Francisco Board of Supervisors have formally opposed the Act, including Sections 214-216, in two separate resolutions. (see attached resolutions, appendices E and F)

On March 2, 2004, San Francisco voters codified the City's resistance to the federal USA PATRIOT Act with their approval of Proposition E. The charter amendment requires that any request for library, health or other personal records be routed through the Board of Supervisors instead of through City department heads. The supervisors will then decide whether the request is constitutional and whether to respond to it.

V. Public Computers

The Library uses an online computer reservation program that allows the public to reserve a computer in order to access the Library's catalog, the Internet and other resources. The Library's computer search stations are programmed to delete the history of a library user's Internet session and all searches once an individual session is completed. Booking history is deleted every day.

VI. Computer Searching

The Library offers library users a variety of search alternatives when searching the Library's catalog and databases, including searching by author, title, subject or key word.

Searching by the barcode of library books and other materials is not available to the public.

VII. My Account

The Library's computer system offers certain library user self-activated features, using *View Your Record.* Preferred searching is a feature that a user may select to use. Information gathered and stored using preferred searching is only accessible to the library user. There is no administrative interface to this information for library staff and, therefore, it is not retrievable by anyone other than the user. The user has the option to delete their preferred search history at any time.

Future My Account features will be implemented only if those features comply with current user controls (no administrative access and user option to select and delete information).

Any future enhancements to the Library's online system that may impact user confidentiality will not be activated by the Library.

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VIII. Email and Web Forms

Information provided by a library user via email or Web forms will be used only for purposes described at the point of collection (for example on a Web form), such as to send information or provide library services to the library user, update information on the library user's record, or respond to a library user's questions or comments.

If contact information is provided, the Library may contact the library user to clarify a comment or question, or to learn about the level of customer satisfaction with library services.

The Library treats reference questions, regardless of format of transmission (in person, via telephone, fax, email or online) confidentially. Personal identifying information related to these questions is purged on an ongoing basis.

Email is not necessarily secure against interception and may be subject to disclosure requirements of the Public Records Act or other legal disclosure requirements.

IX. Links to Other Sites

The Library's Website contains links to other sites. The San Francisco Public Library is not responsible for the privacy practices of other sites, including providers of online database services for which the Library subscribes, which may be different from the privacy practices described in this policy. The Library encourages library users to become familiar with privacy policies of other sites visited, including linked sites.

X. Library Cards and Circulation Records

The Library does not maintain a history of what a library user has previously checked out once books and materials have been returned on time.

When fines accrue on a user's account, the Library does maintain records of items that have been borrowed but returned after the due date, or are still outstanding on the user's record. When overdue materials are returned and all associated fines are paid, the title information associated with the library card number is deleted.

To receive a library card, library users are required to provide identifying information such as name, birth date and mailing address. This identifying information is retained as long as the library user continues to use the library card. A library user's library record includes current information, items currently checked out or on hold, as well as overdue materials and fines.

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XI. Network Security

For Website security purposes and to ensure that the service remains available to all library users, the San Francisco Public Library uses software programs that monitor network traffic to identify unauthorized attempts to upload or change information or otherwise cause damage. Anyone using the Library's Website expressly consents to such monitoring.

Unauthorized attempts to upload information or change information are strictly prohibited and may be punishable under the Computer Fraud and Abuse Act of 1986 and 18 U.S.C. Section 1001 and 1030. Except for the above purposes, no other attempts are made to identify individual library users or their usage habits.

XII. Cooperation with Law Enforcement

The San Francisco Public Library recognizes that law enforcement agencies and officers may occasionally believe that library records contain information which may be helpful to the investigation of criminal activity. If there is a reasonable basis to believe such records are necessary to the progress of an investigation or prosecution, the American judicial system provides the mechanism for seeking release of such confidential records. Library records will not be made available to any agency of the state, federal or local government except pursuant to such process, order or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.

XIII. Information Automatically Collected and Stored

As library users browse through the Library's Website, read pages, or download information, certain information will be automatically gathered and stored about the visit, *but not about the library user.* The information does not personally identify any individual. The Library automatically collects and stores only the following information about a visit, for statistical purposes:

- The Internet domain and IP address from which access to the Website is gained;
- The type of browser and operating system used to access the Library's site;
- The date and time of access to the Library's site;
- The pages visited; and
- The address of the Website from which the initial visit to www.sfpl.org was launched, if any, as well as the address from which a visitor exits.

The Library uses this information to help the Library make the site more useful to visitors and to learn about the number of visitors to the site and the types of technology visitors use. The data that is collected is not connected to any personal information or identity.

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XIV. Appendices

A. *Code of Ethics*, American Library Association
B. *Privacy Statement*, American Library Association
C. *Privacy Report*, American Library Association, LITA, Task Force On Privacy and Confidentiality in the Electronic Environment
D. *Users Bill of Rights,* American Library Association
E. Resolution, Board of Supervisors
F. Resolution, Library Commission

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San Francisco Public Library Commission
100 Larkin Street, San Francisco, CA 94102-4733
Phone 415.557.4233, Fax 415.557.4240

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Carol Steiman
Vice President

Helen Marte Bautista
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Steven A. Coulter
Fran A. Streets
rah Strobin
Commissioners

Susan Hildreth
City Librarian

Michael Housh
Commission Secretary

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Draft Minutes of the regular meeting of Thursday, May 6, 2004

The San Francisco Public Library Commission held a regular meeting on Thursday, May 6, 2004 in the Koret Auditorium, Main Library.

The meeting was called to order at 4:02pm.

The following members were present: Commissioners Bautista, Chin, Coulter, and Higueras,

Commissioners Steiman, Streets, and Strobin were excused attendance.

AGENDA ITEM #1 PUBLIC COMMENT

An anonymous member of the public discussed a lawsuit this person had filed against the Library.

Mr. Peter Warfield discussed recent Sunshine Ordinance Task Force rulings on his complaints against the Library.

Mr. Timothy Gillespie informed the Commissioners that he moved back from Canada, and called attention to recent press reports concerning RFID and the Library and to a website critical of the Library.

AGENDA ITEM #2 APPROVAL OF THE MINUTES OF APRIL 1, 2004

Public comment on AGENDA ITEM #2 APPROVAL OF THE MINUTES OF APRIL 1, 2004

An anonymous member of the public found the minutes full of errors and distortions, citing what this person found to be inaccuracies in comments attributed to Mr. Warfield and regarding the library citizen advisory committee.

Mr. Peter Warfield found the minutes too brief and inaccurate in reporting discussion concerning the library citizen advisory committee.

COMMISSION discussion of AGENDA ITEM #2 APPROVAL OF THE MINUTES OF APRIL 1, 2004

Approval of the April 1, 2004 Minutes was tabled in order to allow for inclusion by the Secretary of a report on the presentations made by Library and Department of Public Health staff concerning RFID issues during the April 1, 2004 regular Library Commission Meeting.

AGENDA ITEM #3 LIBRARY PRIVACY POLICY

Deputy City Librarian Paul Underwood presented an overview of the proposed Library Privacy Policy. Mr. Underwood then discussed in detail the process used to gather additional comment and input from Library staff and interested members of the community as well as civic organizations.

Public comment on AGENDA ITEM #3 LIBRARY PRIVACY POLICY

An anonymous member of the public complained that the revised draft had not been posted but found the policy at least set a benchmark and was therefore a step in the right direction.

Mr. Peter Warfield found the proposed privacy policy improved, but still woefully deficient and full of gaps. Mr. Warfield also objected that the revised text of the policy was made available just prior to the meeting.

Mr. Lee Tien, Electronic Frontier Foundation (EFF), expressed happiness with the substance of the proposed policy, but emphasized the importance of how such a policy was implemented, and recommended periodic independent privacy audits.

Mr. David Molnar, UC Berkeley doctoral student, called attention to the importance of including specific mention of the chips' security tag in its RFID section in order to avoid potential conflict with the language in the proposed Bowen state legislation on RFID use.

Mr. David Pilpel, member, Sunshine Ordinance Task Force, suggested that the language be redrafted in order to be more internally consistent and clearly state what would be the Library's policy.

Mr. Charles Munster, Laborers Union, questioned the politics of the proposed Policy and asked why there was any section for law enforcement access to library records.

Mr. Timothy Gillespie expressed concern about the San Francisco Board of Supervisors involvement in the proposed policy and while noting that the draft represented a great deal of work by Library staff opposed its adoption without further review and public discussion.

Ms. Marcia Popper, Council for Neighborhood Libraries, requested additional information concerning concurrent use of barcodes and RFID technology and about the placement of Section 12 "response to lawful law enforcement requests" within the policy.

Mr. Seth Schoen, Electronic Frontier Foundation EFF, called attention to a mistaken reference to the privacy policies of IPOs that should properly refer to ISPs (internet service providers).

Commission discussion of AGENDA ITEM #3 LIBRARY PRIVACY POLICY

Commissioner Coulter suggested that the policy be redrafted to read in a single voice and called attention to the point that privacy issues were addressed in several other library policies. Commission Bautista suggested that the proposed policy be rearranged by section to more closely align topics and that specific language be included to remove any doubt about protecting users' privacy. Commissioner Chin suggest hat the redrafted policy move from the most general to more specific to address in turn all users, computer and online users, and those for whom RFID was a special concern. Commissioner Bautista noted the importance of "privacy audits" as recommended by the American Library Association (ALA). President Higueras discussed the importance of including different points of view in the revised policy, calling attention to useful comments offered by Mr. Tien and Mr. Schoen.

Approval of the proposed Library Privacy Policy was tabled to a future meeting for redrafting to include suggested revisions, clarification, and improvements that were raised during the Commissioners' discussion of and public comment on the proposed policy.

AGENDA ITEM #4 RFID RECOMMENDATION

(A Presentation was made by Deputy City Librarian Paul Underwood outlining the staff response to Commissioners' requests for more information concerning specific aspects of the proposed RFID technology.)

Presentation on and discussion of use of a Radio Frequency Identification (RFID) system in the Library in order to reduce workplace injuries and enhance Library operations, and possible action to approve acquisition of RFID-based technology to replace existing barcode based circulation and magnetic security systems, subject to adoption of suitable criteria and policies to protect user privacy. The City Librarian reported that this action would simply authorize the Library to expend the approximately $300,000 for RFID as outlined in the proposed budget (initially presented at the April 1, 2004 Commission meeting). Ms. Vicky Wells, San Francisco Department of Public Health Occupational Health and Safety Officer presented information responding to specific health related concerns raised by the public. Ms. Wells also noted that vendors of this technology could be required to submit certificates of compliance with FCC (Federal Communications Commission) health and safety standards.

Public comment on AGENDA ITEM #4 RFID RECOMMENDATION

Anonymous member of the public cited opposition by the American Civil Liberties Union to RFID implementation, noted the lack of mention of explanatory documents, and suggested that privacy concerns were the essence of this issue.
Mr. Peter Warfield opposed to RFID implementation, and found the documentation, information concerning costs, and privacy policies inadequate. Mr. Warfield suggested that reports concerning employee repetitive stress injuries (RSI) were not substantiated.
Mr. David Molnar reported his research indicating that no existing RFID system possessed the kind of protections deemed essential to preserve privacy.
Mr. Timothy Gillespie recommended that questions concerning theft of library materials should be addressed but cautioned that previous Library technology based programs such as Info Express had proved to be unsuccessful.
Mr. Lee Tien, EFF, opposed to RFID implementation, again repeating his concern with potential problems with this new technology and expressed distrust of vendor claims that RFID technology would resolve the Library's RSI injury-related concerns. Mr. Tien expressed hope that if RFID were to be approved, that the Library's RFP (request for proposals) process would be used to carefully evaluate any system and critically review vendor claims prior to implementation of RFID technology.
Mr. Seth Schoen, Electronic Frontier Foundation, (EFF), noted that current technology limitations of the ability to read RFID tags might quickly be superceded by more powerful readers, said claims concerning reduction of employee RSI injuries were unsubstantiated, and suggested other means were available to address those issues.

Mr. Ken Jones expressed mystification about concern that someone might be able to read coded numbers on his library materials and observed that the new system could be very beneficial to the Library in reducing injuries and theft.
Ms. Lee Asseria read a letter from Ms. Ann Brick, ACLU, opposed to FRID implementation.

President Higueras called for a recess at 5:57pm
The Public Library Commission returned to session at 6:06 pm

Commission discussion of AGENDA ITEM #4 RFID RECOMMENDATION

In response to Commissioners' questions Ms. Wells amplified on her discussion of a lack of data suggesting any health risks associated with use of RFID technology and about RSI injuries. It was the consensus of the Commission that the Library should proceed cautiously with RFID implementation. President Higueras suggested maintaining dialogue with those expressing concerns with this technology and that staff make efforts to address remaining questions. He noted that the Library retained the option not to proceed further if it did not identify a system that met its needs. Commissioner Chin urged independent verification of vendor claims and suggested a making a comparison of the costs and benefits of both the current and proposed systems.

MOTION: by Commissioner Bautista, 2nd Commissioner Chin that the Library Commission authorize expenditure of the budgeted reserve funds for acquisition of RFID-based technology to replace existing barcode based circulation and magnetic security systems, subject to adoption of suitable criteria and policies to protect user privacy.

Approved by the following vote:
4-0 AYE (Bautista, Chin, Coulter, and Higueras)

President Higueras remarked that the Commission's decision to proceed with allocation of the reserve budgeted funds for RFID did not indicate that the Commission would rush into this technology. President Higueras noted that the Library was committed to working with those expressing concerns about use of RFID so that in the Library's RFP (request for proposal) process questions and issues of concern could be addressed prior to full implementation.

AGENDA ITEM #5 CITY LIBRARIAN'S REPORT

The City Librarian reported on the following subjects: Library Legislative Days in Sacramento (April 21st) and Washington, D.C. (May 3rd &4th); an update on the library citizen advisory committee; Proposition 14 3rd cycle eligibility review completed; the Ocean View Branch public art project, and exhibits and programs. Ms. Hildreth also reported on a re-flooring project at the Chinatown Branch that came to her attention too late to include in the meeting agenda. Deputy City Librarian Paul Underwood reported on a recent conference he attended on developing library policies.

Public comment on AGENDA ITEM #5 CITY LIBRARIAN'S REPORT

An anonymous member of the public admired the Ocean View public art, commented on competitive nature of the 3rd cycle Prop 14 applications, and spoke about the proposed library citizens' advisory committee.

AGENDA ITEM #6 LIBRARY SECURITY ISSUES REPORT

(Library Director of Security Rachel MacLachlan presented an update on the security status of the Library system)

Ms. MacLachlan presented an update report on Library Security related issues. The Director of Security noted that incidents and problems continued to reflect problems going on in the larger society, but noted that there had been fewer problems during the past year. She noted that disputes over computer access, while much improved since the installation of online booking, were still a significant problem area. Ms. MacLachlan reported that security in branches had been much improved since additional staffing had been made available. Ms. MacLachlan reported that exterior problems at the Main Library were down, partially as a by product of the Mayor's recent efforts to address quality of life issues in the Civic Center area.

Public comment on AGENDA ITEM #6 LIBRARY SECURITY ISSUES REPORT

An anonymous member of the public agreed that the security problems in the libraries reflected larger social problems and noted that it was necessary to take action to stem a general decline.

Mr. Peter Warfield suggested that the use of online computer booking resulted in library computers being under utilized because of the system's rules on time limits.

Commission discussion of AGENDA ITEM #6 LIBRARY SECURITY ISSUES REPORT

In response to questions by President Higueras, the Director of Security observed that is an ongoing effort to successfully address the outside social problems that manifest themselves in the libraries. Commissioner Bautista lauded improvements in addressing restroom cleaning problems as well as staff's efforts to meet security needs in the branches.

AGENDA ITEM #7 FRIENDS OF THE LIBRARY REPORT

Ms. Deborah Doyle, representing Martín Gómez, Executive Director of the Friends of the Library reported on: the 8th Annual Library Laureates Dinner on April 30; concerning the Friends Board's consideration of $720,000 in grant requests submitted by library staff for 2004/05, and on upcoming author programs sponsored by the Friends of the Library.

Commission discussion of AGENDA ITEM #7 FRIENDS OF THE LIBRARY REPORT

President Higueras thanked the Friends of the Library for their support for the Ocean View Branch Library art project.

AGENDA ITEM #8 LABOR UNION REPORT

(No report offered)

AGENDA ITEM #9 NEW BUSINESS

(No items were proposed)

AGENDA ITEM #10 ADJOURNMENT

MOTION: by Commissioner Bautista, 2nd Commissioner Coulter that the meeting be adjourned.

Approved by the following vote:
4-0 AYE (Bautista, Chin, Coulter, and Higueras)

There being no further business, at the hour of 7:32 pm the Public Library Commission adjourned.

Michael Housh, Commission Secretary 5/11/04

Please note: These are draft minutes subject to change by the Library Commission. Copies of Commission Minutes and handouts are available in the Office of the Commission Secretary, 100 Larkin Street, San Francisco, CA 94102

ATTACHMENTS to the May 6, 2004 Minutes:

4/30/04 draft Privacy Policy
5/02/04 RFID memo & revised budget

The City Librarian's Report

Minutes of the regular Commission Meeting of May 6, 2004

Appendix A

Library Commission meeting of May 6, 2004

The Public Comment Summary Statements included in these Minutes are authorized by San Francisco Administrative Code Section 67.16..

These summary statements are provided by the speaker. Their contents are neither generated by, nor subject to approval or verification of accuracy by, the San Francisco Public Library Commission.

The number of members of the public who spoke anonymously at this meeting. 1

San Francisco Public Library

PRIVACY POLICY

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I. Introduction

Your privacy is important to us. To better protect your privacy we provide this policy explaining our practices and the choices you can make about the way your information is collected and used.

To make this policy easy to find, we make it available on our home page and at every point where personally identifiable information may be requested.

The San Francisco Public Library champions intellectual freedom and the protection of personal privacy. The Library respects and protects the privacy of all library users, regardless of age.

Protecting library user privacy and confidentiality related to information and materials sought and received is a long-standing and integral principle of the San Francisco Public Library. Additionally, library records are protected under California Government Code,

Title 1, Division 7, Chapter 3.5, Section 6267. This law exempts from disclosure circulation records showing use of specific library materials by a library user, as well as the address or telephone number of the library user.

To receive a library card, library users are required to provide a name, birth date and mailing address. This identifying information is retained as long as the library user continues to use the library card. The Library does not collect personal information about a library user when a user visits the Library's website, registers for a program, or registers for a library card unless the user authorizes the Library to have that information. Any information the library user chooses to provide will be used only to provide or improve library services.

Protection of confidentiality extends to information sought or received, and materials consulted, borrowed, and received. Protection of confidentiality includes database search records, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities or services.

The Library protects library user account information by placing it on a secure server.

II. Radio Frequency Identification (RFID) – If/when technology is adopted

RFID technology is used for the following purposes: 1.) to facilitate check-out and check-in of library materials through library user confidential self-checkout or staff assisted checkout, 2.) as a theft deterrent/collection protection system, 3.) for inventory control purposes, 4.) to improve efficient delivery of library services, 5.) to protect the health of staff, and 6.) to reduce costs associated with worker's compensation.

RFID implementation includes the following:

1. Signs will be posted in any library facility using RFID informing the public that RFID technology is in use, the types of usage, a statement of protection of privacy, *and will explain how RFID works in our library, as well as the potential privacy risks related to RFID use in our library.*
2. The only information stored on the RFID chip/tag will be limited to the item barcode or an encrypted number.
3. RFID technology will not be used for library cards.
4. All local, state and/or federal legislation relating to RFID and library usage will be fully complied with at San Francisco Public Library.

III. Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act (USA PATRIOT ACT)

On October 21, 2001, Congress passed the USA PATRIOT Act. The act broadly expands law enforcement's surveillance and investigative powers, with Sections 214-216 applying to libraries and bookstores.

Sections 214-216 of the Act give law enforcement agencies expanded authority to obtain library records, secretly monitor electronic communications and prohibit libraries and librarians from informing library users of monitoring or information requests.

IV. San Francisco's Response to the USA PATRIOT ACT

The Library Commission and the San Francisco Board of Supervisors have formally opposed the Act, including Sections 214-216, in two separate resolutions. (see attached resolutions, appendices E and F)

On March 2, 2004, San Francisco voters codified the City's resistance to the federal USA PATRIOT Act with their approval of Proposition E. The charter amendment requires that any request for library, health or other personal records be routed through the Board of Supervisors instead of through City department heads. The supervisors will then decide whether the request is constitutional and whether to respond to it.

V. Public Computers

The Library uses an online computer reservation program that allows the public to reserve a computer in order to access the Library's catalog, the Internet and other resources. The Library's computer search stations are programmed to delete the history of a library user's Internet session and all searches once an individual session is completed. Booking history is deleted every day.

VI. Computer Searching

The Library offers library users a variety of search alternatives when searching the Library's catalog and databases, including searching by author, title, subject or key word.

Searching by the barcode of library books and other materials is not available to the public.

VII. My Account

The Library's computer system offers certain library user self-activated features, using *View Your Record.* Preferred searching is a feature that a user may select to use. Information gathered and stored using preferred searching is only accessible to the library user. There is no administrative interface to this information for library staff and, therefore, it is not retrievable by anyone other than the user. The user has the option to delete their preferred search history at any time.

Future My Account features will be implemented only if those features comply with current user controls (no administrative access and user option to select and delete information).

Any future enhancements to the Library's online system that may impact user confidentiality will not be activated by the Library.

VIII. Email and Web Forms

Information provided by a library user via email or Web forms will be used only for purposes described at the point of collection (for example on a Web form), such as to send information or provide library services to the library user, update information on the library user's record, or respond to a library user's questions or comments.

If contact information is provided, the Library may contact the library user to clarify a comment or question, or to learn about the level of customer satisfaction with library services.

The Library treats reference questions, regardless of format of transmission (in person, via telephone, fax, email or online) confidentially. Personal identifying information related to these questions is purged on an ongoing basis.

Email is not necessarily secure against interception and may be subject to disclosure requirements of the Public Records Act or other legal disclosure requirements.

IX. Links to Other Sites

The Library's Website contains links to other sites. The San Francisco Public Library is not responsible for the privacy practices of other sites, including providers of online database services for which the Library subscribes, which may be different from the privacy practices described in this policy. The Library encourages library users to become familiar with privacy policies of other sites visited, including linked sites.

X. Library Cards and Circulation Records

The Library does not maintain a history of what a library user has previously checked out once books and materials have been returned on time.

When fines accrue on a user's account, the Library does maintain records of items that have been borrowed but returned after the due date, or are still outstanding on the user's record. When overdue materials are returned and all associated fines are paid, the title information associated with the library card number is deleted.

To receive a library card, library users are required to provide identifying information such as name, birth date and mailing address. This identifying information is retained as long as the library user continues to use the library card. A library user's library record includes current information, items currently checked out or on hold, as well as overdue materials and fines.

XI. Network Security

For Website security purposes and to ensure that the service remains available to all library users, the San Francisco Public Library uses software programs that monitor network traffic to identify unauthorized attempts to upload or change information or otherwise cause damage. Anyone using the Library's Website expressly consents to such monitoring.

Unauthorized attempts to upload information or change information are strictly prohibited and may be punishable under the Computer Fraud and Abuse Act of 1986 and 18 U.S.C. Section 1001 and 1030. Except for the above purposes, no other attempts are made to identify individual library users or their usage habits.

XII. Cooperation with Law Enforcement

The San Francisco Public Library recognizes that law enforcement agencies and officers may occasionally *contact the Library in search of* library records *that* contain information which may be helpful to the investigation of criminal activity. If there is a reasonable basis to believe such records are necessary to the progress of an investigation or prosecution, the American judicial system provides the mechanism for seeking release of such confidential records. Library records will not be made available to any agency of the state, federal or local government except pursuant to such process, order or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.

XIII. Information Automatically Collected and Stored

As library users browse through the Library's Website, read pages, or download information, certain information will be automatically gathered and stored about the visit, *but not about the library user*. The information does not personally identify any individual. The Library automatically collects and stores only the following information about a visit, for statistical purposes:

- The Internet domain and IP address from which access to the Website is gained;
- The type of browser and operating system used to access the Library's site;
- The date and time of access to the Library's site;
- The pages visited; and
- The address of the Website from which the initial visit to www.sfpl.org was launched, if any, as well as the address from which a visitor exits.

The Library does not collect information on who you are and we encourage library users to become familiar with privacy policies of your IPO and other sites visited.

The Library uses this information to help the Library make the site more useful to visitors and to learn about the number of visitors to the site and the types of technology visitors use. The data that is collected is not connected to any personal information or identity.

XIV. Appendices

A. *Code of Ethics*, American Library Association
B. *Privacy Statement*, American Library Association
C. *Privacy Report*, American Library Association, Library Information and Technology Association, Task Force On Privacy and Confidentiality in the Electronic Environment
D. *Library Bill of Rights,* American Library Association
E. Resolution, Board of Supervisors
F. Resolution of the San Francisco Public Library Commission Protecting Library Users Rights to Privacy and Confidentiality, Library Commission

APPENDIX A

AMERICAN LIBRARY ASSOCIATION
CODE OF ETHICS

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.

II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.

III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

IV. We recognize and respect intellectual property rights.

V. We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.

VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.

VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted by the ALA Council
June 28, 1995

AMERICAN LIBRARY ASSOCIATION

Position Statement on the Confidentiality of Library Records

The members of the American Library Association,* recognizing the right to privacy of library users, believe that records held in libraries which connect specific individuals with specific resources, programs or services, are confidential and not to be used for purposes other than routine record keeping: i.e., to maintain access to resources, to assure that resources are available to users who need them, to arrange facilities, to provide resources for the comfort and safety of patrons, or to accomplish the purposes of the program or service. The library community recognizes that children and youth have the same rights to privacy as adults.

Libraries whose record keeping systems reveal the names of users would be in violation of the confidentiality of library record laws adopted in many states. School library media specialists are advised to seek the advice of counsel if in doubt about whether their record keeping systems violate the specific laws in their states. Efforts must be made within the reasonable constraints of budgets and school management procedures to eliminate such records as soon as reasonably possible.

With or without specific legislation, school library media specialists are urged to respect the rights of children and youth by adhering to the tenets expressed in the Confidentiality of Library Records Interpretation of the Library Bill of Rights and the ALA Code of Ethics.

*ALA Policy 52.4 (see below), 54.16

ALA Policy 52.4 Confidentiality of Library Records

The ethical responsibilities of librarians, as well as statues in most states and the District of Columbia, protect the privacy of library users. Confidentiality extends to "information sought or received, and materials consulted, borrowed, acquired," and includes database search records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, or services.

The American Library Association recognizes that law enforcement agencies and officers may occasionally believe that library records contain information which may be helpful to the investigation of criminal activity. If there is a reasonable basis to believe such records are necessary to the progress of an investigation or prosecution, the American judicial system provides mechanism for seeking release of such confidential records: the issuance of a court order, following a showing of good cause based on specific facts, by a court of competent jurisdiction.

The American Library Association strongly recommends that the responsible officers in each library, cooperative system, and consortium in the United States:

1. Formally adopt a policy which specifically recognizes its circulation records and other records identifying the names of library users with specific materials to be confidential.
2. Advise all librarians and library employees that such records shall not be made available to any agency of state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.
3. Resist the issuance or enforcement of such process, order, or subpoena until such time as a proper showing of good cause has been made in a court of competent jurisdiction.

(Revised July 1999)

APPENDIX C

The American Library Association's
Task Force on Privacy and Confidentiality in the Electronic Environment

Final Report, 7 July 2000

At the American Library Association Conference in New Orleans in 1999, ALA Council resolved that the Library and Information Technology Association be asked to examine the impact of new technologies on patron privacy and the confidentiality of electronic records. The Taskforce on Privacy and Confidentiality in the Electronic Environment was formed at the ALA Midwinter Conference with broad participation from across ALA.

The Task Force decided to focus on identifying the applicable technologies, describing these and their possible impacts. The group did not see policy development as part of the charge. Because the Association has always taken a strong stand on patron privacy, and considering that there are already a number of privacy policy statements promulgated by the Association, the Task Force believes that reaffirmation, reinforcement, and repetition of previous stands may be adequate. Additional information and policy dissemination efforts may help to communicate the Association's concerns more broadly.

FINDINGS

The report identifies the following areas where technology is having a particular impact on patron privacy and confidentiality.

Law and Legislation

In most states, the law protects the confidentiality of library records to some degree. Generally, these laws protect circulation and registration records containing personal names. Many also protect information on the "use of library materials." Not all state laws are written in such a way that we can assume that they protect the privacy of patrons using online resources.

Library Systems

Libraries need to be concerned about computer system security as part of their commitment to patron privacy. This means that libraries must be able to protect user records, both electronic and paper, from unauthorized access. User records have also expanded beyond the standard lists of library cardholders and circulation records as libraries begin to use electronic communication methods such as electronic mail for reference services, and as they provide access to computer, web and printing use.

Library systems must be able to authenticate users while keeping user activities confidential. Some institutions require a user logon for all computer access, potentially creating a record of all online activity, even catalog browsing. Libraries that provide materials over web sites controlled by the library must determine the appropriate use of any data describing user activity logged or gathered by the Web server software.

Internet Access in Libraries

This is an area of great concern because libraries have limited influence over the privacy practices of World Wide Web sites on the public access Internet. The threats to patron privacy take many forms, including:

> User tracking by remote sites
> This is ameliorated by the fact the library computer connections are usually shared by many patrons so that it is unlikely that specific individuals will be identified. However, data is being gathered and patrons need to be aware of that.
>
> Users giving out personal information online
> Users may voluntarily reveal personal information to take advantage of personalization features of web sites, to subscribe to services, to participate in interactive communications, and to purchase items online.
>
> Logs or caches of user activity, in online form or as backups
> Unless steps are taken by the library, subsequent users at a library computer may be able to see some traces of activity of previous users.
>
> Screen view privacy
> Patrons have a reasonable right to access information privately while in the library. Computer screens may be readily visible to other patrons.

Libraries should inform patrons of the potential for loss of privacy with Internet use and encourage safe Internet use practices.

Library Support for Patron Privacy

While libraries have historically supported patron privacy, substantial anecdotal evidence suggests that our user community is not aware of this strong stance. And as libraries have moved into the internet world, providing extensive access to quality internet access through the library's website or portal, few libraries have adopted the practice of communicating with its users through a link to the library's policies on privacy from its web pages.

Access to Remote Resources Provided by Library

Libraries increasingly contract for information resources that are stored remotely and are under the control of a vendor. Care must be taken to include patron privacy measures in the license between the library and the vendor. Vendors may be reluctant to forego the gathering of marketing and usage data, but libraries may need to insist on patron privacy measures.

New features are being developed that allow users to personalize their use of remote information, to e-mail retrieved items to themselves, or to purchase items like article reprints. These features necessarily link the activity to the individual user, and create a record of the use. Great care must be taken to provide confidentiality in this environment

where the library has the ability to do so, or care must be taken to inform users of privacy implications of such use where the library does not have the necessary control.

Library Employee Privacy

In addition to its obligation to its users, libraries must be aware of employee privacy as well. Monitoring of employee activities for "quality control" may be an invasion of employee privacy if it is not made known as a policy. As employees begin to use online communication to interact with patrons, the patron's privacy is also at risk. The policies and practices of parent institutions may also come into play. The best course here is for libraries and their parent institutions to have a written policy that says what privacy the employee and patrons can realistically expect.

CONCLUSIONS

The effort to protect patron privacy should be clearly supported by ALA policy. Access to Electronic Information, Services, and Networks: An Interpretation of the *Library Bill of Rights* contains strong statements on the end goals of confidential use of library information resources and intellectual freedom in the current environment. ALA policy statements on the confidentiality of library records focus on circulation data. ALA may wish to revise these statements to include a wider range of data. Of particular concern is the pervasive gathering of "marketing information" or tracking online usage by third parties.

Libraries have some influence over the technical products and services that are marketed primarily to libraries (library automation systems, some content vendors focused on libraries). Carefully written license agreements and contracts are important tools in insuring that patron privacy is protected by the products and services we buy.

Libraries should take a proactive role in communicating their privacy commitment to their user communities through policy statements on library websites as well as through other traditional communication channels.

Libraries must be especially diligent in all areas where they use and control technology-based information systems. Because libraries have stronger user privacy concerns than many other institutions, our needs will often not be met by software as it is configured "out of the box."

Libraries have an important role in educating the public about privacy, especially where the libraries provide access to technology. Public education and library policies can empower users even in the open access Internet. ALA should consider creating model privacy policies, instructional materials, and privacy "best practices" documents for libraries.

Librarians, as individuals and through their library associations, can influence public policy on privacy. State laws on the confidentiality of library records may need to be extended to cover new technologies, or revised to be technology neutral. Librarians can participate in the creation of standards and new technologies that take privacy

considerations into account. Librarians can advocate the importance of privacy through standards bodies and ad hoc groups that allow public participation and comment.

RECOMMENDATIONS

In reviewing the conclusions of the Task Force Study, three recommendations emerge which we submit for ALA Council review and possible action. These are:

1. That ALA revise its policy statements related to Confidentiality of Library Records (rev. 1986) and Concerning Confidentiality of Personally Identifiable Information About Library Users (1991) in order to specifically and appropriately incorporate internet privacy.

2. That ALA develop model privacy policies, instructional materials, and privacy "best practices" documents for libraries.

3. That ALA urge that all libraries adopt a privacy statement on web pages and post privacy policies in the library which cover the issues of privacy in internet use as accessed through the library's services.

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948.
Amended February 2, 1961, and January 23, 1980,
inclusion of "age" reaffirmed January 23, 1996,
by the ALA Council.

FILE NO. 022047 RESOLUTION NO. ______________

APPENDIX E

[Resolution opposing the USA PATRIOT Act and related Executive Orders]

Resolution opposing the USA PATRIOT Act and related Executive Orders.

WHEREAS, the City of San Francisco houses a diverse population, including citizens of other nations whose contributions to the community are vital to its character and function; and

WHEREAS, the United States Constitution guarantees all persons living in the United States fundamental rights including freedom of religion, speech, assembly and privacy; protection from unreasonable searches and seizures; due process and equal protection to any person; equality before the law and the presumption of innocence; access to counsel in judicial proceedings; and a fair, speedy and public trial; and,

WHEREAS, the USA PATRIOT Act signed by President George W. Bush on October 26, 2001 has a number of provisions that contradict the above mentioned inalienable rights and fundamentally alters the nature of our civil liberties while doing little to increase public safety; and,

WHEREAS, examples of the provisions of the USA PATRIOT Act and Executive Orders that may violate the Constitution and the rights and civil liberties of San Francisco residents are as follows:

- Significantly expands the government's ability to access sensitive medical, mental health, financial and educational records about individuals, and lowers the burden of proof required to conduct secret searches and telephone and internet surveillance

- Gives law enforcement expanded authority to obtain library records, and prohibits librarians from informing patrons of monitoring or information requests
- Gives the Attorney General and the Secretary of State the power to designate domestic groups, including religious and political organizations as "terrorist organizations"
- Grants power to the Attorney General to subject citizens of other nations to indefinite detention or deportation even if they have not committed a crime
- Authorizes eavesdropping of confidential communications between attorneys and their clients in federal custody
- Limits disclosure of public documents and records under the Freedom of Information Act; and

WHEREAS, Department of Justice interpretations of this Act and these Executive Orders particularly target Muslims, persons of Middle Eastern and South Asian descent and citizens of other nations, and thereby encouraging racial profiling by law enforcement and hate crimes by individuals in our community; now, therefore, be it

RESOLVED, that the City of San Francisco affirms its strong opposition to terrorism, but also affirms that any efforts to end terrorism not be waged at the expense of the fundamental civil rights and liberties of the people of San Francisco, the United States and other countries; and, be it

FURTHER RESOLVED, that the City of San Francisco affirms the rights of all people, including United States citizens and citizens of other nations, living within the City in accordance with the Bill of Rights and the Fourteenth Amendment of the U.S. Constitution; and, be it

FURTHER RESOLVED, that, to the extent legally possible, no City employee or department shall officially assist or voluntarily cooperate with investigations, interrogations, or

arrest procedures, public or clandestine, that are in violation of individuals' civil rights or civil liberties as specified in the above Amendments of the United States Constitution; and be it

FURTHER RESOLVED that the San Francisco Board of Supervisors calls upon all private citizens and organizations, including residents, employers, educators, and business owners, to demonstrate similar respect for civil rights and civil liberties, especially but not limited to conditions of employment and cooperation with investigations; and be it

FURTHER RESOLVED that the City and County of San Francisco call on our United States Representatives and Senators to monitor the implementation of the Act and Orders cited herein and actively work for the repeal of the Act and those Orders that violate fundamental rights and liberties as stated in the United States Constitution and its Amendments.

APPENDIX F

LIBRARY COMMISSION RESOLUTION 2/03 as approved February 4, 2003

RESOLUTION OF THE SAN FRANCISCO PUBLIC LIBRARY COMMISSION PROTECTING LIBRARY USERS RIGHTS TO PRIVACY AND CONFIDENTIALITY

WHEREAS, the San Francisco Public Library Commission is deeply concerned about the ramifications of the Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001 (USA Patriot Act) as it affects the privacy of San Francisco Public Library users; and

WHEREAS, Sections 214 – 216 of the USA Patriot Act, give law enforcement agencies expanded authority to:

- Obtain library records
- Secretly monitor all electronic communication, and
- Prohibit libraries and librarians from informing users of such monitoring or information requests; and

WHEREAS, the San Francisco Public Library Commission is strongly opposed to terrorism, we also affirm that efforts to combat terrorism need not violate civil rights guaranteed under the First and Fourth Amendments to the Constitution of the United States; and

WHEREAS, public libraries, and specifically the San Francisco Public Library, champion intellectual freedom and must guard library users' rights to privacy in the exercise of that freedom, and must safeguard the civil liberties that have gone hand in hand with the San Francisco Public Library's role in the community; and

WHEREAS, the American Library Association's (ALA) Library Bill of Rights, affirmed as policy by the San Francisco Library Commission in January 1998, asserts that:

- Libraries should challenge censorship in the fulfillment of their responsibility to provide information; and
- Libraries should resist abridgement of free expression and free access to ideas; and
- The "Shadow of Fear" caused by government intrusion into library records breeds self-censorship; and

WHEREAS, the San Francisco Library Commission honors the diversity of San Francisco's people, cherishes the richness this diversity brings, and is offended by targeting or profiling any particular racial, ethnic, cultural, political, or religious group in government investigations; and

WHEREAS, it is the responsibility of public libraries and librarians, as guardians of the public's freedom to read and right to access information, to contest encroachments upon those freedoms by individuals, groups, or the government; and

WHEREAS, the San Francisco Board of Supervisors has adopted a resolution directing City departments to avoid any abridgment of San Franciscans' constitutional rights that could result from law enforcement use of provisions of the USA Patriot Act; and

WHEREAS, the American Library Association has also adopted a resolution in opposition to the USA Patriotic Act; now therefore, be it

RESOLVED, that the San Francisco Public Library Commission stands firmly behind the principles of the public's right to access information and freedom to read; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission views the right to seek and receive information as inherent in the exercise of freedom of speech, and that the Commission views any attempt to obstruct expression and exploration as a violation of the spirit and practice of intellectual freedom that amounts to censorship; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission supports the American Library Association (ALA) guidelines to avoid creating and maintaining unnecessary records. Specifically the San Francisco Public Library Commission supports the San Francisco Public Library's administrative policies that champion the confidentiality of user records and agree with the Library's regular practice of purging user files and circulation records; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission supports the City Librarian's instructions to library staff as a result of recent developments to refer any requests from law enforcement agencies to the City Librarian's Office; and be it

FURTHER RESOLVED that the San Francisco Public Library Commission encourages the City Librarian to take steps to strengthen the Library's circulation and electronic systems and processes to further protect user privacy; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission joins with the American Library Association, the San Francisco Board of Supervisors and San Francisco 's citizens to prevent breaches of user privacy and the disruption of library users' First and Fourth Amendment rights;and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission encourages the San Francisco Public Library to take an active role in clarifying these issues and educating all parties in the interest of the right to know, the right to access, and the freedom to read; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission opposes Sections 214 – 216 of the USA Patriot Act and supports the efforts of the American Library Association and the San Francisco Board of Supervisors to address the broad scope of civil rights violations engendered by certain provisions of the USA Patriot Act

San Francisco Public Library

TO:	Library Commission	FROM:	Paul Underwood Deputy City Librarian
SUBJECT:	Radio Frequency Identification	DATE:	May 2, 2004

Background

On March 4, 2004, the Library Commission held a RFID Forum. The outcome of that meeting was a Commission request for further information, including an outline of a Privacy Policy, budget detail, and more information regarding health issues.

On April 1, 2004, the Library Commission was presented with additional information, briefly summarized here:

- Health Issues
    - Radio frequency emitting devices are regulated by the Federal Communications Commission for both emissions and exposure limits.
    - The type of emission from a RFID book tag system is very low, lower than normal household appliances.
    - Repetitive Stress Injury (RSI) data was provided relating specifically to employees of the San Francisco Public Library. That data shows that over a 3 year period, $265,000 of directly paid costs were incurred, plus 500 hours of modified work for injured employees, and the Library lost 260 days of work by injured employees.
    - A RFID system would eliminate 75% of handling events that lead to RSI's (per Tech Logic Corporation)

- Privacy Policy
    - An outline of the Privacy Policy was reviewed with the Commission. Suggestions for clarification and additions were presented by the public and the Commission. (The draft Privacy Policy, dated 4/30/04, has been sent to the Commission for review)

- Budget
    - A multi-year implementation plan and budget was presented to the Commission. (That budget is included as an attachment to this memorandum and has not changed.)

At the April 1st Commission meeting, the Commission requested additional information. This memorandum responds to that request.

Information requested by the Commission

Do we anticipate RSI to increase?

- Although it is challenging to provide concrete future estimates, empirical evidence supported by existing data in the library community indicates that the likelihood of injury increases as;
  1. more and more items are checked out and checked in each year as the library continues to improve the quality and quantity of collections that better meet the needs of the public, and
  2. employees stay longer in their jobs, thus using ongoing repetitive motions that can accumulate to cause injuries.
- The City provided the Library with this additional information regarding RSI's in the Library for the period January 2000 to March 31, 2004:
  1. 43 reported RSI's
  2. 338 lost work days, equivalent to 1 full time employee
  3. 1,624 restricted work days, equivalent to 4.64 full time employees
  4. $290, 912 in paid costs
  5. $398,144 estimated in direct costs
  6. This information does not fully capture all RSI's occurring in the Library, as the accuracy of the data is influenced by the Claims Examiner properly classifying the type and cause of injury at the time of the claim.

Is it easy to tamper with RFID to bypass security?

- Five library vendors that supply RFID systems responded to our question on the success rate of the theft security gates. One vendor stated that they have a 90% success rate; one at 98%; one at 100% and two at 99%.
- When asked what material or substance would prevent or interfere with a tag being read, these vendors replied that metal can interfere with any radio frequency signal, however this behavior varies greatly depending upon the specific type of material, proximity, and orientation. In some cases tag read-range may simply be reduced, rather than blocked.
- Vendors reported that there are no false alarms with RFID gates, as we currently experience with our existing electromagnetic system.
- The read field range of RFID gates is more thorough than our existing electromagnetic system, including detection of an item tagged when carried low to the ground as the person passes through the gates.

What are the alternatives to RFID?

- The current electromagnetic system in use at San Francisco Public is the only known alternative to RFID, other than hand charging.

What is the Precautionary Principle?

The following information is quoted directly from Section 101 of the San Francisco Precautionary Principle Ordinance:

- In the summer of 2003, Mayor Willie L. Brown, Jr. and the Board of Supervisors adopted a set of environmental regulations for the City, including the Precautionary Principle.
- The Precautionary Principle requires a thorough exploration and a careful analysis of a wide range of alternatives. Based on the best available science, the Precautionary Principle requires the selection of the alternative that presents the least potential threat to human health and the City's natural systems. Public participation and an open and transparent decision making process are critical to finding and selecting alternatives. For more see: www.sfgov.org/sfenvironment/

Revised Budget for Phased RFID Implementation

2004-2005 - Year 1 of 6 year implementation plan

- Year 1 would only include items in Excelsior, Main Library AV Center & New materials purchased during the fiscal year
- Library budget would need to cover tags, labels, installation, training, maintenance & tax
- Gift funds would cover equipment for the Main Library
- Branch Capital Campaign funds would cover equipment for Excelsior
- Quotes were obtained from three vendors
- Current budget costs are based on the mid-range quote

Fund Source 2004/2005	Purpose	Cost
Library Budget	296,000 tags: Books/videos/audio @ .55	$162,800
	50,000 tags: DVD/CD @ $1.45	72,500
	346,000 items: Labels @ .04	13,840
	Installation of 8 stations @ $1,794	14,352
	Maintenance for 2 sites @ $3,000	6,000
	Training and miscellaneous	8,263
	Tax	22,244
	Total Library Budget Funds	*299,999*
Gift Funds – Main	2 Self-charge stations @ $9,000	$18,000
	1 Staff circulation station @ $14,000	14,000
	1 Replicating station @ $5,000	5,000
	2 Security gates @ $5,400 per pair	10,800
	Tax	4,063
	Total Main Gift Funds	*51,863*
Branch Capital Campaign	2 Self-charge stations @ $9,000	$18,000
Excelsior	1 Staff circulation station @ $14,000	14,000
	1 Replicating station @ $5,000	5,000
	2 Security gates @ $5,400 per pair	10,800
	Tax	4,063
	Total Branch Capital Campaign Funds	*51,863*
All sources – Total costs		**$403,725**

4/1/04

Revised Budget for Phased RFID Implementation
2004 – 2010

- Six year implementation plan based on bond schedule and POE schedule for the first floor of the Main Library

Fiscal Year	Purpose	Cost
2004/2005		
▪ Library Budget	346,000 tags, labels, etc.	$299,999
▪ Gift Funds	Main	51,863
▪ Branch Capital Campaign	Excelsior	51,863
▪ *Total Year One – All Sources*		*403,725*
2005/2006		
▪ Library Budget	270,000 tags, labels, etc.	$207,800
▪ Gift Funds	Main – POE	118,600
▪ Branch Capital Campaign	Glen Park, Sunset (2), Western Addition, Mission Bay, West Portal	256,800
▪ *Total Year Two – All Sources*		*583,200*
2006/2007		
▪ Library Budget	270,000 tags, labels, etc.	$238,800
▪ Branch Capital Campaign	Marina, Noe Valley, Eureka Valley, Portola, Ingleside, Park, Bernal Heights, Visitacion Valley	342,400
▪ *Total Year Three – All Sources*		*581,200*
2007/2008		
▪ Library Budget	270,000 tags, labels, etc.	$238,800
▪ Branch Capital Campaign	Oretga, Richmond (2), Potrero, Bayview, North Beach, Merced, Parkside	342,400
▪ *Total Year Four – All Sources*		*581,200*
2008/2009		
▪ Library Budget	270,000 tags, labels, etc.	$197,328
▪ Branch Capital Campaign	Anza, Golden Gate Valley, Presidio	128,400
▪ *Total Year Five – All Sources*		*325,728*
2009/2010		
▪ Library Budget	270,000 tags, labels, etc.	$202,710
▪ Library Budget	Chinatown (2), Mission, Oceanview	171,200
▪ *Total Year Six – All Sources*		*373,910*
Total – Library Budget		**1,556,637**
Total – Gift/Capital Campaign		**1,292,326**
Total – All Sources		**2,848,963**

4/1/04

<OLCNews@library.ca.gov>
Sent by: owner-olcnews@web04.ca.gov

04/28/2004 02:43 PM

To: <OLCNews@web04.ca.gov>
cc:
Subject: 3rd Cycle Eligibility Review Completed

3rd Cycle Eligibility Review Completed

The Office of Library Construction is pleased to announce that all 3rd cycle applications are eligible for Library Bond Act funding.

OLC staff will now begin an in-depth evaluation of the 72 eligible applications.

We estimate the Board will meet sometime this fall to make grant award decisions for the remaining Bond Act funds. As staff nears completion of the evaluation process, the Board meeting date will be announced on the OLC Web page and via the OLC e-mail alert system. We will announce the meeting date as soon as possible.

Response to this e-mail will not be delivered to the Office of Library Construction. You may use the "Staff Contacts by Activity" http://www.olc.library.ca.gov/staffcontact.asp list on the OLC web site to contact the appropriate staff member if you have a question or concern.

Commission Report – Exhibitions and Programs MAY 2004

May is Asian Pacific American Heritage Month. Throughout the month of May the Library is pleased to offer programs, exhibits and events celebrating the communities of Asian Americans and Pacific Islanders.

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Program Highlights

4 MAY, TUESDAY
The Flute Player: A Film Screening and Discussion with Arn Chorn Pond– Jocelyn Glatzer's new film about Arn Chorn Pond's experience as a survivor of the Cambodian genocide and his fight to save Cambodia's once outlawed traditional music. In 1988, Pond was the recipient of a Reebok Human Rights Award, given annually to young people around the world who make significant contributions to the preservation of human rights. Presented in Association with Facing History and Ourselves and Silapak Khmer.

Main Library, Lower Level, Koret Auditorium, 5:30 - 7:30 p.m.

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5 MAY, WEDNESDAY
The Asian American Experience: Video Screening of "Searching for Asian America" – Through intimate profiles of individuals and communities from across the country, this 90-minute documentary program serves up a genuine taste of what it is like to be Asian American in today's ever-changing United States. Commentary by local representatives of the Chinese Historical Society of America.

Main Library, Lower Level, Koret Auditorium, 6:00 p.m.

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11 MAY, TUESDAY
Scandal and Mystery in Hollywood History- Laurie Jacobson, author of *Dishing Hollywood,* serves up the real scoop on 43 Tinseltown scandals with a recipe connected to each one: last suppers, first dates and favorite dishes.

Eureka Valley/Harvey Milk Memorial Branch Library, 7:00 p.m.

+++++++++++

29 MAY, SATURDAY
the Dim Sum of All Things – A lecture/book talk/booksigning by novelist Kim Wong Keltner about a young, single, modern Chinese American woman who travel with her grandmother and discovers her roots.

Chinatown Branch, 2:30 p.m.

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Exhibitions

8 MAY, SATURDAY
Shades of the Mission Exhibition and Open House
An exhibition of photographs donated by residents of the community. More than 100 years of history can be seen in these images of the changing faces of the Mission.

Exhibition: From May 8 – September 30

Open House: Saturday, May 8, 1:00 – 5:00 p.m., performances by singer Juanita Ulloa, the Whelan Academy of Irish Dancers, New Youth Latin Jazz Band, Salsa Dance, illustrator Yuyi Morales, Chilean guitarist Rafael Manriquez, and traditional music by La Familia Peña Govea.

Mission Branch

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19 MAY, WEDNESDAY
Street Festivals of San Francisco: Photographs by Hiromi Oda and Kieran Ridge, Presentation by the Photographers and Exhibition Opening Reception

Program: Main Library, Lower Level, Koret Auditorium, 6:00 p.m.
Opening Reception: Following the program, Main Library, Lower Level, Latino/Hispanic Community Meeting Room

Exhibition: From May 19 through July 25, 2004, Main Library, Lower Level, Jewett Gallery

Street Festivals of San Francisco: Photographs by Hiromi Oda & Kieran Ridge– San Francisco's world famous street festivals attract more than a million people every year and showcase the diversity and dynamism of this multicultural city. The exhibition features fifty-five photographs taken at thirteen of San Francisco's street festivals, celebrating the colorful spectacles of Chinese New Year, Saint Patrick's Day, Cherry Blossom Festival, Cinco de Mayo, Carnaval, Juneteenth, the Dyke March, Gay Pride, Bastille Day, Fillmore Street Jazz, Folsom Street Fair, Cinco de Mayo, Halloween in the Castro and Day of the Dead.
++++++++++

Chinatown Flooring project timeline 4.28.94

- 5/7- pack up jpbs;
- ***HARDWIRED JROOM PUBLIC PC TABLE DISCONNECTED BY ENGINEERS/ELECTRICIANS --TBA***
- **5/11, 12 Disconnect and move jroom public pcs to mezzanine- *Automation/CRM staff***
- 5/13-end of project: staff pcs should be turned off at the end of day
- **May /11-June 30 no Children's public access pcs available**
- May 13-16 after hours 6pm-2am: demo flooring in the Children's Room; will not affect open hours
- May 17-18 j story room will be worked on
- May 19-21 Community meeting room will be worked on
- ***May 21-3M Security gates, Children's room disconnected--tba***
- **May 24-28** Lower Lobby, Circ desk work area, entrance, elevator work on

- **May 24-28 Children's Room, Lobby, elevator CLOSED TO THE PUBLIC. No disability access**

  **some j materials available upstairs.

- **May 31 Library elevator and street level lobby entrance reopens Chidlren's Room reopens**

- May 31-June 4 Southside of j reading room closed off to use. Library open
- June 7-11 Northside of j reading room off limits to use. Library is open.
- ***ELECTRICAL HARD WIRING DISCONNECTED BY ENGINEERS/ELECTRICIAN-TBA***
- **June 7 Disconnect and Move Adult services Public PCs- Automation/CRM staff**
- **June 7 Move 3M self charge machines and set up in Meeting room- CRM staff**
- **June 7 move System printer to jcirc desk and set up-CRM staff**

- **June 7-June 30 No public adult services PC internet access/ no Public OPAC access**

- June 12-13 Finish up, seal Children's Room marmoleum after hours.
- June 10-7/9 Turn off all pcs at closing.
- June 10-13 Adult floor is demoed after hours 6pm-2am
- June 13-14 Meeting room set up for adult services

- *JUNE 13, 3M SECURITY GATES IN ADULT SERVICES FLOOR DISCONNECTED. TBA*
- **June 14-24 Adult floor is closed to public and staff.**
- June 14-24 Limited adult services available downstairs.
- June 14 walk through of jroom work
- June 24 walk through of J room work 12 noon

- June 23-25 after hours cleaning and sealing 6pm-2am
- June 28 – 7/2 Northside of Adult services floor is closed to use. Work carpeting done during day.
- **June 28-29 reinstall adult services public pcs near ref/circ desk area; info desk pc; reinstall public children's room pcs. (No teen pcs/opacs yet)—CRM staff**
-
- July 5-9 Adult floor southside closed off to use.
- **July 6 move and reinstall/reconnect public pcs in Teen/Newspaper area. Check all pcs in the branch.-CRM staff**

- **July 9 1pm or July 10th All areas open to the public!**

- July 12 walkthrough of adult floor work 10 am and punch list from jroom if any.

San Francisco Public Library Commission
100 Larkin Street, San Francisco, CA 94102-4733
Phone 415.557.4233, Fax 415.557.4240

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SAN FRANCISCO
PUBLIC LIBRARY

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Mayor

Charles A. Higueras, A.I.A.
resident

Carol Steiman
ice President

elen Marte Bautista
onnie K. Chin
teven A. Coulter
ran A. Streets
eborah Strobin
missioners

usan Hildreth
ity Librarian

ichael Housh
ommission Secretary

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Minutes of the regular meeting of Thursday, May 6, 2004
(As approved amended June 3, 2004))

The San Francisco Public Library Commission held a regular meeting on Thursday, May 6, 2004 in the Koret Auditorium, Main Library.

The meeting was called to order at 4:02pm.

The following members were present: Commissioners Bautista, Chin, Coulter, and Higueras,
Commissioners Steiman, Streets, and Strobin were excused attendance.

AGENDA ITEM #1 PUBLIC COMMENT

An anonymous member of the public discussed a lawsuit this person had filed against the Library.
Mr. Peter Warfield discussed recent Sunshine Ordinance Task Force rulings on his complaints against the Library.
Mr. Timothy Gillespie informed the Commissioners that he moved back from Canada, and called attention to recent press reports concerning RFID and the Library and to a website critical of the Library.

AGENDA ITEM #2 APPROVAL OF THE MINUTES OF APRIL 1, 2004

Public comment on AGENDA ITEM #2 APPROVAL OF THE MINUTES OF APRIL 1, 2004

An anonymous member of the public found the minutes full of errors and distortions, discussed comments attributed to President Higueras before the Board of Supervisors Rules Committee, and suggested that the minutes were widely read.
Mr. Peter Warfield found the minutes too brief and inaccurate in reporting discussion concerning the library citizen advisory committee.

COMMISSION discussion of AGENDA ITEM #2 APPROVAL OF THE MINUTES OF APRIL 1, 2004

Approval of the April 1, 2004 Minutes was tabled in order to allow for inclusion by the Secretary of a report on the presentations made by Library and Department of Public Health staff concerning RFID issues during the April 1, 2004 regular Library Commission Meeting.

Please note: Amendments to these Minutes are in alternative typeface. Copies of Commission Minutes and handouts are available in the Office of the Commission Secretary, 100 Larkin Street, San Francisco, CA 94102

AGENDA ITEM #3 LIBRARY PRIVACY POLICY

Deputy City Librarian Paul Underwood presented an overview of the proposed Library Privacy Policy. Mr. Underwood then discussed in detail the process used to gather additional comment and input from Library staff and interested members of the community as well as civic organizations.

Public comment on AGENDA ITEM #3 LIBRARY PRIVACY POLICY

An anonymous member of the public complained that the revised draft had not been posted but found the policy at least set a benchmark and was therefore a step in the right direction.
Mr. Peter Warfield found the proposed privacy policy improved, but still woefully deficient and full of gaps. Mr. Warfield also objected that the revised text of the policy was made available just prior to the meeting.
Mr. Lee Tien, Electronic Frontier Foundation (EFF), expressed happiness with the substance of the proposed policy, but emphasized the importance of how such a policy was implemented, and recommended periodic independent privacy audits.
Mr. David Molnar, UC Berkeley doctoral student, called attention to the importance of including specific mention of the chips' security tag in its RFID section in order to avoid potential conflict with the language in the proposed Bowen state legislation on RFID use.
Mr. David Pilpel, member, Sunshine Ordinance Task Force, suggested that the language be redrafted in order to be more internally consistent and clearly state what would be the Library's policy.
Mr. Charles Munster, Laborers Union, questioned the politics of the proposed Policy and asked why there was any section for law enforcement access to library records.
Mr. Timothy Gillespie expressed concern about the San Francisco Board of Supervisors involvement in the proposed policy and while noting that the draft represented a great deal of work by Library staff opposed its adoption without further review and public discussion.
Ms. Marcia Popper, Council for Neighborhood Libraries, requested additional information concerning concurrent use of barcodes and RFID technology and about the placement of Section 12 "response to lawful law enforcement requests" within the policy.
Mr. Seth Schoen, Electronic Frontier Foundation EFF, called attention to a mistaken reference to the privacy policies of IPOs that should properly refer to ISPs (internet service providers).

Commission discussion of AGENDA ITEM #3 LIBRARY PRIVACY POLICY

Commissioner Coulter suggested that the policy be redrafted to read in a single voice and called attention to the point that privacy issues were addressed in several other library policies. Commission Bautista suggested that the proposed policy be rearranged by section to more closely align topics and that specific language be included to remove any doubt about protecting users' privacy. Commissioner Chin suggest hat the redrafted policy move from the most general to more specific to address in turn all users, computer and online users, and those for whom RFID was a special concern. Commissioner Bautista noted the importance of "privacy audits" as recommended by the American Library Association (ALA). President Higueras discussed the importance of including different points of view in the revised policy, calling attention to useful comments offered by Mr. Tien and Mr. Schoen.

Approval of the proposed Library Privacy Policy was tabled to a future meeting for redrafting to include suggested revisions, clarification, and improvements that were raised during the Commissioners' discussion of and public comment on the proposed policy.

AGENDA ITEM #4 RFID RECOMMENDATION

(A Presentation was made by Deputy City Librarian Paul Underwood outlining the staff response to Commissioners' requests for more information concerning specific aspects of the proposed RFID technology.)

Presentation on and discussion of use of a Radio Frequency Identification (RFID) system in the Library in order to reduce workplace injuries and enhance Library operations, and possible action to approve acquisition of RFID-based technology to replace existing barcode based circulation and magnetic security systems, subject to adoption of suitable criteria and policies to protect user privacy. The City Librarian reported that this action would simply authorize the Library to expend the approximately $300,000 for RFID as outlined in the proposed budget (initially presented at the April 1, 2004 Commission meeting). Ms. Vicky Wells, San Francisco Department of Public Health Occupational Health and Safety Officer presented information responding to specific health related concerns raised by the public. Ms. Wells also noted that vendors of this technology could be required to submit certificates of compliance with FCC (Federal Communications Commission) health and safety standards.

Public comment on AGENDA ITEM #4 RFID RECOMMENDATION

Anonymous member of the public cited opposition by the American Civil Liberties Union to RFID implementation, noted the lack of mention of explanatory documents, and suggested that privacy concerns were the essence of this issue.
Mr. Peter Warfield opposed to RFID implementation, and found the documentation, information concerning costs, and privacy policies inadequate. Mr. Warfield suggested that reports concerning employee repetitive stress injuries (RSI) were not substantiated.
Mr. David Molnar reported his research indicating that no existing RFID system possessed the kind of protections deemed essential to preserve privacy.
Mr. Timothy Gillespie recommended that questions concerning theft of library materials should be addressed but cautioned that previous Library technology based programs such as Info Express had proved to be unsuccessful.
Mr. Lee Tien, EFF, opposed to RFID implementation, again repeating his concern with potential problems with this new technology and expressed distrust of vendor claims that RFID technology would resolve the Library's RSI injury-related concerns. Mr. Tien expressed hope that if RFID were to be approved, that the Library's RFP (request for proposals) process would be used to carefully evaluate any system and critically review vendor claims prior to implementation of RFID technology.
Mr. Seth Schoen, Electronic Frontier Foundation, (EFF), noted that current technology limitations of the ability to read RFID tags might quickly be superceded by more powerful readers, said claims concerning reduction of employee RSI injuries were unsubstantiated, and suggested other means were available to address those issues.

Mr. Ken Jones expressed mystification about concern that someone might be able to read coded numbers on his library materials and observed that the new system could be very beneficial to the Library in reducing injuries and theft.
Ms. Lee Asseria read a letter from Ms. Ann Brick, ACLU, opposed to FRID implementation.

President Higueras called for a recess at 5:57pm
The Public Library Commission returned to session at 6:06 pm

Commission discussion of AGENDA ITEM #4 RFID RECOMMENDATION

Commission discussion of AGENDA ITEM #4 RFID RECOMMENDATION

In response to Commissioners' questions Ms. Wells amplified on her discussion of a lack of data suggesting any health risks associated with use of RFID technology and about RSI injuries. It was the consensus of the Commission that the Library should proceed cautiously with RFID implementation. **Commissioner Coulter noted that the Library's process to consider use of RFID provided an opportunity to work together with respected civic organizations like ACLU and EFF as partners in a dialogue to address their concerns.** President Higueras suggested maintaining dialogue with those expressing concerns with this technology and that staff make efforts to address remaining questions. He noted that the Library retained the option not to proceed further if it did not identify a system that met its needs. Commissioner Chin urged independent verification of vendor claims and suggested a making a comparison of the costs and benefits of both the current and proposed systems. **It was the sense of the Commission as they were not technical experts and as the technology was coming to the library world, more input was needed to fully understand the issues. Commissioner Coulter urged the Library to work with vendors, ACLU, EFF and others to develop a trial that would test some of the claims made both for and against RFID to see what happened.**

MOTION: by Commissioner **Coulter,** 2nd Commissioner Chin that the Library Commission authorize expenditure of the budgeted reserve funds for acquisition of RFID-based technology to replace existing barcode based circulation and magnetic security systems, subject to adoption of suitable criteria and policies to protect user privacy.

Approved by the following vote: 4-0 AYE (Bautista, Chin, Coulter, and Higueras)

President Higueras remarked that the Commission's decision to proceed with allocation of the reserve budgeted funds for RFID did not indicate that the Commission would rush into this technology. President Higueras noted that the Library was committed to working with those expressing concerns about use of RFID so that in the Library's RFP (request for proposal) process questions and issues of concern could be addressed prior to full implementation.

AGENDA ITEM #5 CITY LIBRARIAN'S REPORT

The City Librarian reported on the following subjects: Library Legislative Days in Sacramento (April 21st) and Washington, D.C. (May 3rd &4th); an update on the library citizen advisory committee; Proposition 14 3rd cycle eligibility review completed; the

Ocean View Branch public art project, and exhibits and programs. Ms. Hildreth also reported on a re-flooring project at the Chinatown Branch that came to her attention too late to include in the meeting agenda. Deputy City Librarian Paul Underwood reported on a recent conference he attended on developing library policies.

Public comment on AGENDA ITEM #5 CITY LIBRARIAN'S REPORT

An anonymous member of the public admired the Ocean View public art, commented on competitive nature of the 3rd cycle Prop 14 applications, and spoke about the proposed library citizens' advisory committee.

AGENDA ITEM #6 LIBRARY SECURITY ISSUES REPORT

(Library Director of Security Rachel MacLachlan presented an update on the security status of the Library system)

Ms. MacLachlan presented an update report on Library Security related issues. The Director of Security noted that incidents and problems continued to reflect problems going on in the larger society, but noted that there had been fewer problems during the past year. She noted that disputes over computer access, while much improved since the installation of online booking, were still a significant problem area. Ms. MacLachlan reported that security in branches had been much improved since additional staffing had been made available. Ms. MacLachlan reported that exterior problems at the Main Library were down, partially as a by product of the Mayor's recent efforts to address quality of life issues in the Civic Center area.

Public comment on AGENDA ITEM #6 LIBRARY SECURITY ISSUES REPORT

An anonymous member of the public agreed that the security problems in the libraries reflected larger social problems and noted that it was necessary to take action to stem a general decline.

Mr. Peter Warfield suggested that the use of online computer booking resulted in library computers being under utilized because of the system's rules on time limits.

Commission discussion of AGENDA ITEM #6 LIBRARY SECURITY ISSUES REPORT

In response to questions by President Higueras, the Director of Security observed that is an ongoing effort to successfully address the outside social problems that manifest themselves in the libraries. Commissioner Bautista lauded improvements in addressing restroom cleaning problems as well as staff's efforts to meet security needs in the branches.

AGENDA ITEM #7 FRIENDS OF THE LIBRARY REPORT

Ms. Deborah Doyle, representing Martín Gómez, Executive Director of the Friends of the Library reported on: the 8th Annual Library Laureates Dinner on April 30; concerning the Friends Board's consideration of $720,000 in grant requests submitted by library staff for 2004/05, and on upcoming author programs sponsored by the Friends of the Library.

Commission discussion of AGENDA ITEM #7 FRIENDS OF THE LIBRARY REPORT

President Higueras thanked the Friends of the Library for their support for the Ocean View Branch Library art project.

AGENDA ITEM #8 LABOR UNION REPORT

(No report offered)

AGENDA ITEM #9 NEW BUSINESS

(No items were proposed)

AGENDA ITEM #10 ADJOURNMENT

MOTION: by Commissioner Bautista, 2nd Commissioner Coulter that the meeting be adjourned.

Approved by the following vote:
4-0 AYE (Bautista, Chin, Coulter, and Higueras)

There being no further business, at the hour of 7:32 pm the Public Library Commission adjourned.

Michael Housh, Commission Secretary 6/4/04

Please note: **Amendments to these Minutes are in alternative typeface.** Copies of Commission Minutes and handouts are available in the Office of the Commission Secretary, 100 Larkin Street, San Francisco, CA 94102

ATTACHMENTS to the May 6, 2004 Minutes:

4/30/04 draft Privacy Policy
5/02/04 RFID memo & revised budget

The City Librarian's Report

Minutes of the regular Commission Meeting of May 6, 2004

Appendix A

Library Commission meeting of May 6, 2004

The Public Comment Summary Statements included in these Minutes are authorized by San Francisco Administrative Code Section 67.16..

These summary statements are provided by the speaker. Their contents are neither generated by, nor subject to approval or verification of accuracy by, the San Francisco Public Library Commission.

The number of members of the public who spoke anonymously at this meeting. 1

San Francisco Public Library

PRIVACY POLICY

Contents

I. Introduction
II. Radio Frequency Identification (RFID)
III. Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act (USA PATRIOT ACT)
IV. San Francisco's Response to the USA PATRIOT ACT
V. Public Computers
VI. Computer Searching
VII. My Account
VIII. Email and Web Forms
IX. Links to Other Sites
X. Library Cards and Circulation Records
XI. Network Security
XII. Cooperation with Law Enforcement
XIII. Information Automatically Collected and Stored
XIV. Appendices

I. Introduction

Your privacy is important to us. To better protect your privacy we provide this policy explaining our practices and the choices you can make about the way your information is collected and used.

To make this policy easy to find, we make it available on our home page and at every point where personally identifiable information may be requested.

The San Francisco Public Library champions intellectual freedom and the protection of personal privacy. The Library respects and protects the privacy of all library users, regardless of age.

Protecting library user privacy and confidentiality related to information and materials sought and received is a long-standing and integral principle of the San Francisco Public Library. Additionally, library records are protected under California Government Code,

Title 1, Division 7, Chapter 3.5, Section 6267. This law exempts from disclosure circulation records showing use of specific library materials by a library user, as well as the address or telephone number of the library user.

To receive a library card, library users are required to provide a name, birth date and mailing address. This identifying information is retained as long as the library user continues to use the library card. The Library does not collect personal information about a library user when a user visits the Library's website, registers for a program, or registers for a library card unless the user authorizes the Library to have that information. Any information the library user chooses to provide will be used only to provide or improve library services.

Protection of confidentiality extends to information sought or received, and materials consulted, borrowed, and received. Protection of confidentiality includes database search records, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities or services.

The Library protects library user account information by placing it on a secure server.

II. Radio Frequency Identification (RFID) – If/when technology is adopted

RFID technology is used for the following purposes: 1.) to facilitate check-out and check-in of library materials through library user confidential self-checkout or staff assisted checkout, 2.) as a theft deterrent/collection protection system, 3.) for inventory control purposes, 4.) to improve efficient delivery of library services, 5.) to protect the health of staff, and 6.) to reduce costs associated with worker's compensation.

RFID implementation includes the following:

1. Signs will be posted in any library facility using RFID informing the public that RFID technology is in use, the types of usage, a statement of protection of privacy, *and will explain how RFID works in our library, as well as the potential privacy risks related to RFID use in our library.*
2. The only information stored on the RFID chip/tag will be limited to the item barcode or an encrypted number.
3. RFID technology will not be used for library cards.
4. All local, state and/or federal legislation relating to RFID and library usage will be fully complied with at San Francisco Public Library.

III. Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act (USA PATRIOT ACT)

On October 21, 2001, Congress passed the USA PATRIOT Act. The act broadly expands law enforcement's surveillance and investigative powers, with Sections 214-216 applying to libraries and bookstores.

Sections 214-216 of the Act give law enforcement agencies expanded authority to obtain library records, secretly monitor electronic communications and prohibit libraries and librarians from informing library users of monitoring or information requests.

IV. San Francisco's Response to the USA PATRIOT ACT

The Library Commission and the San Francisco Board of Supervisors have formally opposed the Act, including Sections 214-216, in two separate resolutions. (see attached resolutions, appendices E and F)

On March 2, 2004, San Francisco voters codified the City's resistance to the federal USA PATRIOT Act with their approval of Proposition E. The charter amendment requires that any request for library, health or other personal records be routed through the Board of Supervisors instead of through City department heads. The supervisors will then decide whether the request is constitutional and whether to respond to it.

V. Public Computers

The Library uses an online computer reservation program that allows the public to reserve a computer in order to access the Library's catalog, the Internet and other resources. The Library's computer search stations are programmed to delete the history of a library user's Internet session and all searches once an individual session is completed. Booking history is deleted every day.

VI. Computer Searching

The Library offers library users a variety of search alternatives when searching the Library's catalog and databases, including searching by author, title, subject or key word.

Searching by the barcode of library books and other materials is not available to the public.

VII. My Account

The Library's computer system offers certain library user self-activated features, using *View Your Record.* Preferred searching is a feature that a user may select to use. Information gathered and stored using preferred searching is only accessible to the library user. There is no administrative interface to this information for library staff and, therefore, it is not retrievable by anyone other than the user. The user has the option to delete their preferred search history at any time.

Future My Account features will be implemented only if those features comply with current user controls (no administrative access and user option to select and delete information).

Any future enhancements to the Library's online system that may impact user confidentiality will not be activated by the Library.

VIII. Email and Web Forms

Information provided by a library user via email or Web forms will be used only for purposes described at the point of collection (for example on a Web form), such as to send information or provide library services to the library user, update information on the library user's record, or respond to a library user's questions or comments.

If contact information is provided, the Library may contact the library user to clarify a comment or question, or to learn about the level of customer satisfaction with library services.

The Library treats reference questions, regardless of format of transmission (in person, via telephone, fax, email or online) confidentially. Personal identifying information related to these questions is purged on an ongoing basis.

Email is not necessarily secure against interception and may be subject to disclosure requirements of the Public Records Act or other legal disclosure requirements.

IX. Links to Other Sites

The Library's Website contains links to other sites. The San Francisco Public Library is not responsible for the privacy practices of other sites, including providers of online database services for which the Library subscribes, which may be different from the privacy practices described in this policy. The Library encourages library users to become familiar with privacy policies of other sites visited, including linked sites.

X. Library Cards and Circulation Records

The Library does not maintain a history of what a library user has previously checked out once books and materials have been returned on time.

When fines accrue on a user's account, the Library does maintain records of items that have been borrowed but returned after the due date, or are still outstanding on the user's record. When overdue materials are returned and all associated fines are paid, the title information associated with the library card number is deleted.

To receive a library card, library users are required to provide identifying information such as name, birth date and mailing address. This identifying information is retained as long as the library user continues to use the library card. A library user's library record includes current information, items currently checked out or on hold, as well as overdue materials and fines.

XI. Network Security

For Website security purposes and to ensure that the service remains available to all library users, the San Francisco Public Library uses software programs that monitor network traffic to identify unauthorized attempts to upload or change information or otherwise cause damage. Anyone using the Library's Website expressly consents to such monitoring.

Unauthorized attempts to upload information or change information are strictly prohibited and may be punishable under the Computer Fraud and Abuse Act of 1986 and 18 U.S.C. Section 1001 and 1030. Except for the above purposes, no other attempts are made to identify individual library users or their usage habits.

XII. Cooperation with Law Enforcement

The San Francisco Public Library recognizes that law enforcement agencies and officers may occasionally *contact the Library in search of* library records *that* contain information which may be helpful to the investigation of criminal activity. If there is a reasonable basis to believe such records are necessary to the progress of an investigation or prosecution, the American judicial system provides the mechanism for seeking release of such confidential records. Library records will not be made available to any agency of the state, federal or local government except pursuant to such process, order or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.

XIII. Information Automatically Collected and Stored

As library users browse through the Library's Website, read pages, or download information, certain information will be automatically gathered and stored about the visit, *but not about the library user.* The information does not personally identify any individual. The Library automatically collects and stores only the following information about a visit, for statistical purposes:

- The Internet domain and IP address from which access to the Website is gained;
- The type of browser and operating system used to access the Library's site;
- The date and time of access to the Library's site;
- The pages visited; and
- The address of the Website from which the initial visit to www.sfpl.org was launched, if any, as well as the address from which a visitor exits.

The Library does not collect information on who you are and we encourage library users to become familiar with privacy policies of your IPO and other sites visited.

The Library uses this information to help the Library make the site more useful to visitors and to learn about the number of visitors to the site and the types of technology visitors use. The data that is collected is not connected to any personal information or identity.

XIV. Appendices

A. *Code of Ethics*, American Library Association
B. *Privacy Statement*, American Library Association
C. *Privacy Report*, American Library Association, Library Information and Technology Association, Task Force On Privacy and Confidentiality in the Electronic Environment
D. *Library Bill of Rights,* American Library Association
E. Resolution, Board of Supervisors
F. Resolution of the San Francisco Public Library Commission Protecting Library Users Rights to Privacy and Confidentiality, Library Commission

AMERICAN LIBRARY ASSOCIATION CODE OF ETHICS

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.

II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.

III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

IV. We recognize and respect intellectual property rights.

V. We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.

VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.

VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted by the ALA Council
June 28, 1995

AMERICAN LIBRARY ASSOCIATION

Position Statement on the Confidentiality of Library Records

The members of the American Library Association,* recognizing the right to privacy of library users, believe that records held in libraries which connect specific individuals with specific resources, programs or services, are confidential and not to be used for purposes other than routine record keeping: i.e., to maintain access to resources, to assure that resources are available to users who need them, to arrange facilities, to provide resources for the comfort and safety of patrons, or to accomplish the purposes of the program or service. The library community recognizes that children and youth have the same rights to privacy as adults.

Libraries whose record keeping systems reveal the names of users would be in violation of the confidentiality of library record laws adopted in many states. School library media specialists are advised to seek the advice of counsel if in doubt about whether their record keeping systems violate the specific laws in their states. Efforts must be made within the reasonable constraints of budgets and school management procedures to eliminate such records as soon as reasonably possible.

With or without specific legislation, school library media specialists are urged to respect the rights of children and youth by adhering to the tenets expressed in the Confidentiality of Library Records Interpretation of the Library Bill of Rights and the ALA Code of Ethics.

*ALA Policy 52.4 (see below), 54.16

ALA Policy 52.4 Confidentiality of Library Records

The ethical responsibilities of librarians, as well as statues in most states and the District of Columbia, protect the privacy of library users. Confidentiality extends to "information sought or received, and materials consulted, borrowed, acquired," and includes database search records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, or services.

The American Library Association recognizes that law enforcement agencies and officers may occasionally believe that library records contain information which may be helpful to the investigation of criminal activity. If there is a reasonable basis to believe such records are necessary to the progress of an investigation or prosecution, the American judicial system provides mechanism for seeking release of such confidential records: the issuance of a court order, following a showing of good cause based on specific facts, by a court of competent jurisdiction.

The American Library Association strongly recommends that the responsible officers in each library, cooperative system, and consortium in the United States:

1. Formally adopt a policy which specifically recognizes its circulation records and other records identifying the names of library users with specific materials to be confidential.
2. Advise all librarians and library employees that such records shall not be made available to any agency of state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.
3. Resist the issuance or enforcement of such process, order, or subpoena until such time as a proper showing of good cause has been made in a court of competent jurisdiction.

(Revised July 1999)

APPENDIX C

The American Library Association's
Task Force on Privacy and Confidentiality in the Electronic Environment

Final Report, 7 July 2000

At the American Library Association Conference in New Orleans in 1999, ALA Council resolved that the Library and Information Technology Association be asked to examine the impact of new technologies on patron privacy and the confidentiality of electronic records. The Taskforce on Privacy and Confidentiality in the Electronic Environment was formed at the ALA Midwinter Conference with broad participation from across ALA.

The Task Force decided to focus on identifying the applicable technologies, describing these and their possible impacts. The group did not see policy development as part of the charge. Because the Association has always taken a strong stand on patron privacy, and considering that there are already a number of privacy policy statements promulgated by the Association, the Task Force believes that reaffirmation, reinforcement, and repetition of previous stands may be adequate. Additional information and policy dissemination efforts may help to communicate the Association's concerns more broadly.

FINDINGS

The report identifies the following areas where technology is having a particular impact on patron privacy and confidentiality.

Law and Legislation

In most states, the law protects the confidentiality of library records to some degree. Generally, these laws protect circulation and registration records containing personal names. Many also protect information on the "use of library materials." Not all state laws are written in such a way that we can assume that they protect the privacy of patrons using online resources.

Library Systems

Libraries need to be concerned about computer system security as part of their commitment to patron privacy. This means that libraries must be able to protect user records, both electronic and paper, from unauthorized access. User records have also expanded beyond the standard lists of library cardholders and circulation records as libraries begin to use electronic communication methods such as electronic mail for reference services, and as they provide access to computer, web and printing use.

Library systems must be able to authenticate users while keeping user activities confidential. Some institutions require a user logon for all computer access, potentially creating a record of all online activity, even catalog browsing. Libraries that provide materials over web sites controlled by the library must determine the appropriate use of any data describing user activity logged or gathered by the Web server software.

Internet Access in Libraries

This is an area of great concern because libraries have limited influence over the privacy practices of World Wide Web sites on the public access Internet. The threats to patron privacy take many forms, including:

User tracking by remote sites
This is ameliorated by the fact the library computer connections are usually shared by many patrons so that it is unlikely that specific individuals will be identified. However, data is being gathered and patrons need to be aware of that.

Users giving out personal information online
Users may voluntarily reveal personal information to take advantage of personalization features of web sites, to subscribe to services, to participate in interactive communications, and to purchase items online.

Logs or caches of user activity, in online form or as backups
Unless steps are taken by the library, subsequent users at a library computer may be able to see some traces of activity of previous users.

Screen view privacy
Patrons have a reasonable right to access information privately while in the library. Computer screens may be readily visible to other patrons.

Libraries should inform patrons of the potential for loss of privacy with Internet use and encourage safe Internet use practices.

Library Support for Patron Privacy

While libraries have historically supported patron privacy, substantial anecdotal evidence suggests that our user community is not aware of this strong stance. And as libraries have moved into the internet world, providing extensive access to quality internet access through the library's website or portal, few libraries have adopted the practice of communicating with its users through a link to the library's policies on privacy from its web pages.

Access to Remote Resources Provided by Library

Libraries increasingly contract for information resources that are stored remotely and are under the control of a vendor. Care must be taken to include patron privacy measures in the license between the library and the vendor. Vendors may be reluctant to forego the gathering of marketing and usage data, but libraries may need to insist on patron privacy measures.

New features are being developed that allow users to personalize their use of remote information, to e-mail retrieved items to themselves, or to purchase items like article reprints. These features necessarily link the activity to the individual user, and create a record of the use. Great care must be taken to provide confidentiality in this environment

where the library has the ability to do so, or care must be taken to inform users of privacy implications of such use where the library does not have the necessary control.

Library Employee Privacy

In addition to its obligation to its users, libraries must be aware of employee privacy as well. Monitoring of employee activities for "quality control" may be an invasion of employee privacy if it is not made known as a policy. As employees begin to use online communication to interact with patrons, the patron's privacy is also at risk. The policies and practices of parent institutions may also come into play. The best course here is for libraries and their parent institutions to have a written policy that says what privacy the employee and patrons can realistically expect.

CONCLUSIONS

The effort to protect patron privacy should be clearly supported by ALA policy. Access to Electronic Information, Services, and Networks: An Interpretation of the *Library Bill of Rights* contains strong statements on the end goals of confidential use of library information resources and intellectual freedom in the current environment. ALA policy statements on the confidentiality of library records focus on circulation data. ALA may wish to revise these statements to include a wider range of data. Of particular concern is the pervasive gathering of "marketing information" or tracking online usage by third parties.

Libraries have some influence over the technical products and services that are marketed primarily to libraries (library automation systems, some content vendors focused on libraries). Carefully written license agreements and contracts are important tools in insuring that patron privacy is protected by the products and services we buy.

Libraries should take a proactive role in communicating their privacy commitment to their user communities through policy statements on library websites as well as through other traditional communication channels.

Libraries must be especially diligent in all areas where they use and control technology-based information systems. Because libraries have stronger user privacy concerns than many other institutions, our needs will often not be met by software as it is configured "out of the box."

Libraries have an important role in educating the public about privacy, especially where the libraries provide access to technology. Public education and library policies can empower users even in the open access Internet. ALA should consider creating model privacy policies, instructional materials, and privacy "best practices" documents for libraries.

Librarians, as individuals and through their library associations, can influence public policy on privacy. State laws on the confidentiality of library records may need to be extended to cover new technologies, or revised to be technology neutral. Librarians can participate in the creation of standards and new technologies that take privacy

considerations into account. Librarians can advocate the importance of privacy through standards bodies and ad hoc groups that allow public participation and comment.

RECOMMENDATIONS

In reviewing the conclusions of the Task Force Study, three recommendations emerge which we submit for ALA Council review and possible action. These are:

1. That ALA revise its policy statements related to Confidentiality of Library Records (rev. 1986) and Concerning Confidentiality of Personally Identifiable Information About Library Users (1991) in order to specifically and appropriately incorporate internet privacy.

2. That ALA develop model privacy policies, instructional materials, and privacy "best practices" documents for libraries.

3. That ALA urge that all libraries adopt a privacy statement on web pages and post privacy policies in the library which cover the issues of privacy in internet use as accessed through the library's services.

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948.
Amended February 2, 1961, and January 23, 1980,
inclusion of "age" reaffirmed January 23, 1996,
by the ALA Council.

FILE NO. 022047 RESOLUTION NO. ________

APPENDIX E

[Resolution opposing the USA PATRIOT Act and related Executive Orders]

Resolution opposing the USA PATRIOT Act and related Executive Orders.

WHEREAS, the City of San Francisco houses a diverse population, including citizens of other nations whose contributions to the community are vital to its character and function; and

WHEREAS, the United States Constitution guarantees all persons living in the United States fundamental rights including freedom of religion, speech, assembly and privacy; protection from unreasonable searches and seizures; due process and equal protection to any person; equality before the law and the presumption of innocence; access to counsel in judicial proceedings; and a fair, speedy and public trial; and,

WHEREAS, the USA PATRIOT Act signed by President George W. Bush on October 26, 2001 has a number of provisions that contradict the above mentioned inalienable rights and fundamentally alters the nature of our civil liberties while doing little to increase public safety; and,

WHEREAS, examples of the provisions of the USA PATRIOT Act and Executive Orders that may violate the Constitution and the rights and civil liberties of San Francisco residents are as follows:

- Significantly expands the government's ability to access sensitive medical, mental health, financial and educational records about individuals, and lowers the burden of proof required to conduct secret searches and telephone and internet surveillance

- Gives law enforcement expanded authority to obtain library records, and prohibits librarians from informing patrons of monitoring or information requests
- Gives the Attorney General and the Secretary of State the power to designate domestic groups, including religious and political organizations as "terrorist organizations"
- Grants power to the Attorney General to subject citizens of other nations to indefinite detention or deportation even if they have not committed a crime
- Authorizes eavesdropping of confidential communications between attorneys and their clients in federal custody
- Limits disclosure of public documents and records under the Freedom of Information Act; and

WHEREAS, Department of Justice interpretations of this Act and these Executive Orders particularly target Muslims, persons of Middle Eastern and South Asian descent and citizens of other nations, and thereby encouraging racial profiling by law enforcement and hate crimes by individuals in our community; now, therefore, be it

RESOLVED, that the City of San Francisco affirms its strong opposition to terrorism, but also affirms that any efforts to end terrorism not be waged at the expense of the fundamental civil rights and liberties of the people of San Francisco, the United States and other countries; and, be it

FURTHER RESOLVED, that the City of San Francisco affirms the rights of all people, including United States citizens and citizens of other nations, living within the City in accordance with the Bill of Rights and the Fourteenth Amendment of the U.S. Constitution; and, be it

FURTHER RESOLVED, that, to the extent legally possible, no City employee or department shall officially assist or voluntarily cooperate with investigations, interrogations, or

arrest procedures, public or clandestine, that are in violation of individuals' civil rights or civil liberties as specified in the above Amendments of the United States Constitution; and be it

FURTHER RESOLVED that the San Francisco Board of Supervisors calls upon all private citizens and organizations, including residents, employers, educators, and business owners, to demonstrate similar respect for civil rights and civil liberties, especially but not limited to conditions of employment and cooperation with investigations; and be it

FURTHER RESOLVED that the City and County of San Francisco call on our United States Representatives and Senators to monitor the implementation of the Act and Orders cited herein and actively work for the repeal of the Act and those Orders that violate fundamental rights and liberties as stated in the United States Constitution and its Amendments.

APPENDIX F

LIBRARY COMMISSION RESOLUTION 2/03 as approved February 4, 2003

RESOLUTION OF THE SAN FRANCISCO PUBLIC LIBRARY COMMISSION PROTECTING LIBRARY USERS RIGHTS TO PRIVACY AND CONFIDENTIALITY

WHEREAS, the San Francisco Public Library Commission is deeply concerned about the ramifications of the Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001 (USA Patriot Act) as it affects the privacy of San Francisco Public Library users; and

WHEREAS, Sections 214 – 216 of the USA Patriot Act, give law enforcement agencies expanded authority to:

- Obtain library records
- Secretly monitor all electronic communication, and
- Prohibit libraries and librarians from informing users of such monitoring or information requests; and

WHEREAS, the San Francisco Public Library Commission is strongly opposed to terrorism, we also affirm that efforts to combat terrorism need not violate civil rights guaranteed under the First and Fourth Amendments to the Constitution of the United States; and

WHEREAS, public libraries, and specifically the San Francisco Public Library, champion intellectual freedom and must guard library users' rights to privacy in the exercise of that freedom, and must safeguard the civil liberties that have gone hand in hand with the San Francisco Public Library's role in the community; and

WHEREAS, the American Library Association's (ALA) Library Bill of Rights, affirmed as policy by the San Francisco Library Commission in January 1998, asserts that:

- Libraries should challenge censorship in the fulfillment of their responsibility to provide information; and
- Libraries should resist abridgement of free expression and free access to ideas; and
- The "Shadow of Fear" caused by government intrusion into library records breeds self-censorship; and

WHEREAS, the San Francisco Library Commission honors the diversity of San Francisco's people, cherishes the richness this diversity brings, and is offended by targeting or profiling any particular racial, ethnic, cultural, political, or religious group in government investigations; and

WHEREAS, it is the responsibility of public libraries and librarians, as guardians of the public's freedom to read and right to access information, to contest encroachments upon those freedoms by individuals, groups, or the government; and

WHEREAS, the San Francisco Board of Supervisors has adopted a resolution directing City departments to avoid any abridgment of San Franciscans' constitutional rights that could result from law enforcement use of provisions of the USA Patriot Act; and

WHEREAS, the American Library Association has also adopted a resolution in opposition to the USA Patriotic Act; now therefore, be it

RESOLVED, that the San Francisco Public Library Commission stands firmly behind the principles of the public's right to access information and freedom to read; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission views the right to seek and receive information as inherent in the exercise of freedom of speech, and that the Commission views any attempt to obstruct expression and exploration as a violation of the spirit and practice of intellectual freedom that amounts to censorship; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission supports the American Library Association (ALA) guidelines to avoid creating and maintaining unnecessary records. Specifically the San Francisco Public Library Commission supports the San Francisco Public Library's administrative policies that champion the confidentiality of user records and agree with the Library's regular practice of purging user files and circulation records; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission supports the City Librarian's instructions to library staff as a result of recent developments to refer any requests from law enforcement agencies to the City Librarian's Office; and be it

FURTHER RESOLVED that the San Francisco Public Library Commission encourages the City Librarian to take steps to strengthen the Library's circulation and electronic systems and processes to further protect user privacy; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission joins with the American Library Association, the San Francisco Board of Supervisors and San Francisco 's citizens to prevent breaches of user privacy and the disruption of library users' First and Fourth Amendment rights;and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission encourages the San Francisco Public Library to take an active role in clarifying these issues and educating all parties in the interest of the right to know, the right to access, and the freedom to read; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission opposes Sections 214 – 216 of the USA Patriot Act and supports the efforts of the American Library Association and the San Francisco Board of Supervisors to address the broad scope of civil rights violations engendered by certain provisions of the USA Patriot Act

San Francisco Public Library

TO:	Library Commission	FROM:	Paul Underwood Deputy City Librarian
SUBJECT:	Radio Frequency Identification	DATE:	May 2, 2004

Background

On March 4, 2004, the Library Commission held a RFID Forum. The outcome of that meeting was a Commission request for further information, including an outline of a Privacy Policy, budget detail, and more information regarding health issues.

On April 1, 2004, the Library Commission was presented with additional information, briefly summarized here:

- Health Issues
  - Radio frequency emitting devices are regulated by the Federal Communications Commission for both emissions and exposure limits.
  - The type of emission from a RFID book tag system is very low, lower than normal household appliances.
  - Repetitive Stress Injury (RSI) data was provided relating specifically to employees of the San Francisco Public Library. That data shows that over a 3 year period, $265,000 of directly paid costs were incurred, plus 500 hours of modified work for injured employees, and the Library lost 260 days of work by injured employees.
  - A RFID system would eliminate 75% of handling events that lead to RSI's (per Tech Logic Corporation)

- Privacy Policy
  - An outline of the Privacy Policy was reviewed with the Commission. Suggestions for clarification and additions were presented by the public and the Commission. (The draft Privacy Policy, dated 4/30/04, has been sent to the Commission for review)

- Budget
  - A multi-year implementation plan and budget was presented to the Commission. (That budget is included as an attachment to this memorandum and has not changed.)

At the April 1st Commission meeting, the Commission requested additional information. This memorandum responds to that request.

Information requested by the Commission

Do we anticipate RSI to increase?

- Although it is challenging to provide concrete future estimates, empirical evidence supported by existing data in the library community indicates that the likelihood of injury increases as;
  1. more and more items are checked out and checked in each year as the library continues to improve the quality and quantity of collections that better meet the needs of the public, and
  2. employees stay longer in their jobs, thus using ongoing repetitive motions that can accumulate to cause injuries.
- The City provided the Library with this additional information regarding RSI's in the Library for the period January 2000 to March 31, 2004:
  1. 43 reported RSI's
  2. 338 lost work days, equivalent to 1 full time employee
  3. 1,624 restricted work days, equivalent to 4.64 full time employees
  4. $290, 912 in paid costs
  5. $398,144 estimated in direct costs
  6. This information does not fully capture all RSI's occurring in the Library, as the accuracy of the data is influenced by the Claims Examiner properly classifying the type and cause of injury at the time of the claim.

Is it easy to tamper with RFID to bypass security?

- Five library vendors that supply RFID systems responded to our question on the success rate of the theft security gates. One vendor stated that they have a 90% success rate; one at 98%; one at 100% and two at 99%.
- When asked what material or substance would prevent or interfere with a tag being read, these vendors replied that metal can interfere with any radio frequency signal, however this behavior varies greatly depending upon the specific type of material, proximity, and orientation. In some cases tag read-range may simply be reduced, rather than blocked.
- Vendors reported that there are no false alarms with RFID gates, as we currently experience with our existing electromagnetic system.
- The read field range of RFID gates is more thorough than our existing electromagnetic system, including detection of an item tagged when carried low to the ground as the person passes through the gates.

What are the alternatives to RFID?

- The current electromagnetic system in use at San Francisco Public is the only known alternative to RFID, other than hand charging.

What is the Precautionary Principle?

The following information is quoted directly from Section 101 of the San Francisco Precautionary Principle Ordinance:

- In the summer of 2003, Mayor Willie L. Brown, Jr. and the Board of Supervisors adopted a set of environmental regulations for the City, including the Precautionary Principle.
- The Precautionary Principle requires a thorough exploration and a careful analysis of a wide range of alternatives. Based on the best available science, the Precautionary Principle requires the selection of the alternative that presents the least potential threat to human health and the City's natural systems. Public participation and an open and transparent decision making process are critical to finding and selecting alternatives. For more see: www.sfgov.org/sfenvironment/

Revised Budget for Phased RFID Implementation

2004-2005 - Year 1 of 6 year implementation plan

- Year 1 would only include items in Excelsior, Main Library AV Center & New materials purchased during the fiscal year
- Library budget would need to cover tags, labels, installation, training, maintenance & tax
- Gift funds would cover equipment for the Main Library
- Branch Capital Campaign funds would cover equipment for Excelsior
- Quotes were obtained from three vendors
- Current budget costs are based on the mid-range quote

Fund Source 2004/2005	Purpose	Cost
Library Budget	296,000 tags: Books/videos/audio @ .55	$162,800
	50,000 tags: DVD/CD @ $1.45	72,500
	346,000 items: Labels @ .04	13,840
	Installation of 8 stations @ $1,794	14,352
	Maintenance for 2 sites @ $3,000	6,000
	Training and miscellaneous	8,263
	Tax	22,244
	Total Library Budget Funds	*299,999*
Gift Funds – Main	2 Self-charge stations @ $9,000	$18,000
	1 Staff circulation station @ $14,000	14,000
	1 Replicating station @ $5,000	5,000
	2 Security gates @ $5,400 per pair	10,800
	Tax	4,063
	Total Main Gift Funds	*51,863*
Branch Capital Campaign	2 Self-charge stations @ $9,000	$18,000
Excelsior	1 Staff circulation station @ $14,000	14,000
	1 Replicating station @ $5,000	5,000
	2 Security gates @ $5,400 per pair	10,800
	Tax	4,063
	Total Branch Capital Campaign Funds	*51,863*
All sources – Total costs		**$403,725**

4/1/04

Revised Budget for Phased RFID Implementation

2004 – 2010

- Six year implementation plan based on bond schedule and POE schedule for the first floor of the Main Library

Fiscal Year	Purpose	Cost
2004/2005		
▪ Library Budget	346,000 tags, labels, etc.	$299,999
▪ Gift Funds	Main	51,863
▪ Branch Capital Campaign	Excelsior	51,863
▪ *Total Year One – All Sources*		*403,725*
2005/2006		
▪ Library Budget	270,000 tags, labels, etc.	$207,800
▪ Gift Funds	Main – POE	118,600
▪ Branch Capital Campaign	Glen Park, Sunset (2), Western Addition, Mission Bay, West Portal	256,800
▪ *Total Year Two – All Sources*		*583,200*
2006/2007		
▪ Library Budget	270,000 tags, labels, etc.	$238,800
▪ Branch Capital Campaign	Marina, Noe Valley, Eureka Valley, Portola, Ingleside, Park, Bernal Heights, Visitacion Valley	342,400
▪ *Total Year Three – All Sources*		*581,200*
2007/2008		
▪ Library Budget	270,000 tags, labels, etc.	$238,800
▪ Branch Capital Campaign	Oretga, Richmond (2), Potrero, Bayview, North Beach, Merced, Parkside	342,400
▪ *Total Year Four – All Sources*		*581,200*
2008/2009		
▪ Library Budget	270,000 tags, labels, etc.	$197,328
▪ Branch Capital Campaign	Anza, Golden Gate Valley, Presidio	128,400
▪ *Total Year Five – All Sources*		*325,728*
2009/2010		
▪ Library Budget	270,000 tags, labels, etc.	$202,710
▪ Library Budget	Chinatown (2), Mission, Oceanview	171,200
▪ *Total Year Six – All Sources*		*373,910*
Total – Library Budget		**1,556,637**
Total – Gift/Capital Campaign		**1,292,326**
Total – All Sources		**2,848,963**

4/1/04

<OLCNews@library.ca.gov>
Sent by:
owner-olcnews@web04.ca.gov

04/28/2004 02:43 PM

To: <OLCNews@web04.ca.gov>
cc:
Subject: 3rd Cycle Eligibility Review Completed

3rd Cycle Eligibility Review Completed

The Office of Library Construction is pleased to announce that all 3rd cycle applications are eligible for Library Bond Act funding.

OLC staff will now begin an in-depth evaluation of the 72 eligible applications.

We estimate the Board will meet sometime this fall to make grant award decisions for the remaining Bond Act funds. As staff nears completion of the evaluation process, the Board meeting date will be announced on the OLC Web page and via the OLC e-mail alert system. We will announce the meeting date as soon as possible.

Response to this e-mail will not be delivered to the Office of Library Construction. You may use the "Staff Contacts by Activity" http://www.olc.library.ca.gov/staffcontact.asp list on the OLC web site to contact the appropriate staff member if you have a question or concern.

Commission Report – Exhibitions and Programs MAY 2004

May is Asian Pacific American Heritage Month. Throughout the month of May the Library is pleased to offer programs, exhibits and events celebrating the communities of Asian Americans and Pacific Islanders.

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Program Highlights

4 MAY, TUESDAY
The Flute Player: A Film Screening and Discussion with Arn Chorn Pond– Jocelyn Glatzer's new film about Arn Chorn Pond's experience as a survivor of the Cambodian genocide and his fight to save Cambodia's once outlawed traditional music. In 1988, Pond was the recipient of a Reebok Human Rights Award, given annually to young people around the world who make significant contributions to the preservation of human rights. Presented in Association with Facing History and Ourselves and Silapak Khmer.

Main Library, Lower Level, Koret Auditorium, 5:30 - 7:30 p.m.

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5 MAY, WEDNESDAY
The Asian American Experience: Video Screening of "Searching for Asian America" – Through intimate profiles of individuals and communities from across the country, this 90-minute documentary program serves up a genuine taste of what it is like to be Asian American in today's ever-changing United States. Commentary by local representatives of the Chinese Historical Society of America.

Main Library, Lower Level, Koret Auditorium, 6:00 p.m.

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11 MAY, TUESDAY
Scandal and Mystery in Hollywood History- Laurie Jacobson, author of *Dishing Hollywood,* serves up the real scoop on 43 Tinseltown scandals with a recipe connected to each one: last suppers, first dates and favorite dishes.

Eureka Valley/Harvey Milk Memorial Branch Library, 7:00 p.m.

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29 MAY, SATURDAY
the Dim Sum of All Things – A lecture/book talk/booksigning by novelist Kim Wong Keltner about a young, single, modern Chinese American woman who travel with her grandmother and discovers her roots.

Chinatown Branch, 2:30 p.m.

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Exhibitions

8 MAY, SATURDAY
Shades of the Mission Exhibition and Open House
An exhibition of photographs donated by residents of the community. More than 100 years of history can be seen in these images of the changing faces of the Mission.

Exhibition: From May 8 – September 30

Open House: Saturday, May 8, 1:00 – 5:00 p.m., performances by singer Juanita Ulloa, the Whelan Academy of Irish Dancers, New Youth Latin Jazz Band, Salsa Dance, illustrator Yuyi Morales, Chilean guitarist Rafael Manriquez, and traditional music by La Familia Peña Govea.

Mission Branch

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19 MAY, WEDNESDAY
Street Festivals of San Francisco: Photographs by Hiromi Oda and Kieran Ridge, Presentation by the Photographers and Exhibition Opening Reception

Program: Main Library, Lower Level, Koret Auditorium, 6:00 p.m.
Opening Reception: Following the program, Main Library, Lower Level, Latino/Hispanic Community Meeting Room

Exhibition: From May 19 through July 25, 2004, Main Library, Lower Level, Jewett Gallery

Street Festivals of San Francisco: Photographs by Hiromi Oda & Kieran Ridge– San Francisco's world famous street festivals attract more than a million people every year and showcase the diversity and dynamism of this multicultural city. The exhibition features fifty-five photographs taken at thirteen of San Francisco's street festivals, celebrating the colorful spectacles of Chinese New Year, Saint Patrick's Day, Cherry Blossom Festival, Cinco de Mayo, Carnaval, Juneteenth, the Dyke March, Gay Pride, Bastille Day, Fillmore Street Jazz, Folsom Street Fair, Cinco de Mayo, Halloween in the Castro and Day of the Dead.

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Chinatown Flooring project timeline 4.28.94

- 5/7- pack up jpbs;
- ***HARDWIRED JROOM PUBLIC PC TABLE DISCONNECTED BY ENGINEERS/ELECTRICIANS --TBA***
- **5/11, 12 Disconnect and move jroom public pcs to mezzanine-** ***Automation/CRM staff***
- 5/13-end of project: staff pcs should be turned off at the end of day
- **May /11-June 30 no Children's public access pcs available**
- May 13-16 after hours 6pm-2am: demo flooring in the Children's Room; will not affect open hours
- May 17-18 j story room will be worked on
- May 19-21 Community meeting room will be worked on
- ***May 21-3M Security gates, Children's room disconnected--tba***
- **May 24-28** Lower Lobby, Circ desk work area, entrance, elevator work on

- **May 24-28 Children's Room, Lobby, elevator CLOSED TO THE PUBLIC. No disability access**
  **some j materials available upstairs.

- **May 31 Library elevator and street level lobby entrance reopens Chidlren's Room reopens**

- May 31-June 4 Southside of j reading room closed off to use. Library open
- June 7-11 Northside of j reading room off limits to use. Library is open.
- *ELECTRICAL HARD WIRING DISCONNECTED BY ENGINEERS/ELECTRICIAN-TBA*
- **June 7 Disconnect and Move Adult services Public PCs-Automation/CRM staff**
- **June 7 Move 3M self charge machines and set up in Meeting room-CRM staff**
- **June 7 move System printer to jcirc desk and set up-CRM staff**

- **June 7-June 30 No public adult services PC internet access/ no Public OPAC access**

- June 12-13 Finish up, seal Children's Room marmoleum after hours.
- June 10-7/9 Turn off all pcs at closing.
- June 10-13 Adult floor is demoed after hours 6pm-2am
- June 13-14 Meeting room set up for adult services

- ***JUNE 13, 3M SECURITY GATES IN ADULT SERVICES FLOOR DISCONNECTED. TBA***
- **June 14-24 Adult floor is closed to public and staff.**
- June 14-24 Limited adult services available downstairs.
- June 14 walk through of jroom work
- June 24 walk through of J room work 12 noon

- June 23-25 after hours cleaning and sealing 6pm-2am
- June 28 – 7/2 Northside of Adult services floor is closed to use. Work carpeting done during day.
- **June 28-29 reinstall adult services public pcs near ref/circ desk area; info desk pc; reinstall public children's room pcs. (No teen pcs/opacs yet)—CRM staff**
-
- July 5-9 Adult floor southside closed off to use.
- **July 6 move and reinstall/reconnect public pcs in Teen/Newspaper area. Check all pcs in the branch.-CRM staff**

- **July 9 1pm or July 10th All areas open to the public!**

- July 12 walkthrough of adult floor work 10 am and punch list from jroom if any.

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ol Steiman
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ven A. Coulter
n A. Streets
orah Strobin
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an Hildreth
Librarian

hael Housh
mission Secretary

NOTICE OF MEETING

A regular meeting of the San Francisco Public Library Commission will be held as follows:

DATE: Thursday, May 20, 2004
TIME: 4:00 p.m.
PLACE: Koret Auditorium, Main Library, lower level

The meeting will be called to order.

1. PUBLIC COMMENT

(This item is to allow members of the public to comment generally on matters within the Commission's purview as well as to suggest new agenda items for the Library Commission's consideration.)

2. APPROVAL OF THE MINUTES — ACTION

Presentation of, discussion of, and possible action to approve the Minutes of the regular Commission meeting of April 15, 2004.

Explanatory document: draft Minutes

3. BOND PROGRAM MANAGER'S REPORT — DISCUSSION

(This is a discussion item to allow the Branch Library Bond Program Manager to report on recent bond program related activities and make announcements.)

This report will consist of *an informational presentation*: none *regular reports*: program budget and schedule; active projects; and community outreach; and *special reports;* Marina Branch update.

Explanatory documents: current Budget Report and Branch Library Summary Schedules

4. NOE VALLEY BRANCH PEER REVIEW — DISCUSSION

This item will be taken up time certain at 5:00 p.m.

Presentation of and discussion of a peer review of proposed designs for the Noe Valley Branch Library.

Explanatory document: : Noe Valley/Sally Brunn Branch Library renovation FAQs

5. SUNSET BRANCH PEER REVIEW — DISCUSSION

This item will be taken up immediately following the Noe Valley Branch Peer review

Presentation of and discussion of a peer review of proposed designs for the Noe Sunset Branch Library.

Explanatory document: Sunset Branch Library renovation FAQs

6. ADJOURNMENT (requires motion and public comment) ACTION

M. Housh, Secretary 5/14/04

Explanatory documents: Copies of listed explanatory documents are available as follows: (1) from the Commission Secretary/Custodian of Records, Main Library, 6th Floor, (2) in the rear of the Koret Auditorium immediately before and during the meeting, and (3)to the extent possible, on the Library's website at http://sfpl.org/.

Additional materials not listed as explanatory documents on this agenda, if any, that are distributed to the Library Commissioners prior to or during the meeting in connection with any agenda item will be available to the public for inspection and copying in accordance with Government Code Section 54954.1 and Sunshine Ordinance §§ 67.9, 67.28(b)& 67.28(d).

SAN FRANCISCO PUBLIC LIBRARY COMMISSION - Accessible Meetings Policy

To ensure the participation of the disabled public in all Commission public meetings, the following items concerning accessibility will be available:

Sign Language interpreters or note takers will be available upon request. Please contact Services for the Deaf and Hearing Impaired at 415/557-4433 (TDD) or 415/557-4434 (Voice) at least 48 hours prior to the meeting. Late requests will be honored if possible.

A sound enhancement system will be available upon request at the meetings. Please contact Services for the Deaf and Hearing Impaired at 415/557-4433 (TDD) or 415/557-4434 (Voice) at least 48 hours prior to the meeting. late requests will be honored if possible.

A person who is deaf or hearing impaired may gain meeting information prior to the meeting by calling 415/557-4433 (TDD) or 415/557-4434 (Voice). In addition, the California Relay Service can be used by individuals with hearing and speech impairments by calling 1-800/735-2929 (TDD) or 1-800/735-2992 (Voice).

Minutes of the meetings are available in alternative formats. If you require the use of a reader during the meeting, please contact the Library for the Blind and Print Handicapped at 415/557-4253 at least 48 hours in advance of the need.

Individuals with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities should call the accessibility hotline at 415/554-8925 to discuss meeting accessibility. In order to assist San Francisco's efforts to accommodate such people, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City to accommodate these individuals.

Library Commission meetings will be held at the Main Library, 100 Larkin Street at Grove, Lower Level, Koret Auditorium, except when otherwise noticed. The Commission meeting room is wheelchair accessible. The closest accessible BART station is Civic Center. The accessible MUNI line serving this location is the #19 Polk. For information about Muni's accessible service, please call 415/923-6142.

There is accessible parking available at 355 McAllister, Civic Center Plaza Garage. Call 415/863-1537.

Accessible seating for persons with disabilities (including those using wheelchairs) will be available at meetings.

The ringing of and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at this meeting. Please be advised that the Chair may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager, or other similar sound producing electronic devices.

Know Your Rights Under The Sunshine Ordinance

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review.

For more information on your rights under the Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code) or to report a violation of the ordinance, contact Donna Hall, Administrator, the Sunshine Ordinance Task Force, City Hall, Room 409 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102-4689 or at 415/554-7724 ph. 415/554-5163 FAX and website at Donna_Hall@sfgov.org. Copies of the Sunshine Ordinance can be obtained from the Clerk of the Sunshine Task Force, the San Francisco Public Library and on the City's website at www.sfgov.org/Sunshine

San Francisco Lobbyist Ordinance

Attention: Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance [SF Campaign & Governmental Conduct code sec. 2.100] to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the Ethics Commission at 30 Van Ness Avenue, Suite 3900, San Francisco, CA 94102, telephone (415) 581-2300, fax (415) 581-2317 and web site: sfgov.org/ethics.

Michael Housh, Commission Secretary 9/11/03

DRAFT

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Mayor

Charles A. Higueras, A.I.A.
President

Carol Steiman
Vice President

Helen Marte Bautista
Lonnie K. Chin
Steven A. Coulter
Fran A. Streets
Deborah Strobin
Commissioners

Susan Hildreth
City Librarian

Michael Housh
Commission Secretary

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Draft Minutes of the regular meeting of Thursday, May 20, 2004.
The San Francisco Public Library Commission held a regular meeting on Thursday, May 20, 2004, in the Koret Auditorium, Main Library.

The meeting was called to order at 4: 06pm.

The following members were present: Bautista, Coulter, Higueras, Strobin, and Steiman.
Commissioner Chin joined the meeting at 4:23pm.
Commissioner Streets was reported excused.

President Higueras made a brief announcement that City Librarian Susan Hildreth had submitted her resignation to the Mayor in order to accept a new position as Library Director in Tucson, Arizona.

AGENDA ITEM #1 PUBLIC COMMENT

Public comment on AGENDA ITEM #1 PUBLIC COMMENT

An anonymous member of the public commented on the Library Chief of Security's report to the Commission at the May 6th meeting.
Mr. Martín Gómez, Executive Director of the Friends of the Library, lauded Ms. Hildreth's contributions to the Library during her tenure as City Librarian.
Ms. Rona Sandler, Friends of the Library, called attention the City Librarian's vision and leadership that had significantly benefited San Francisco library users.
Mr. Peter Warfield discussed the Board of Supervisors creation of a library citizen's advisory committee and the Sunshine Ordinance Task Force's rulings concerning his complaints again the Library.
Author Peter Wiley, Friends of the Library, expressed appreciation of Ms. Hildreth's many important contributions to the Library's progress.
Ms. Marsha Popper, Council for Neighborhood Libraries, called attention to Ms. Hildreth's years of skilled and dedicated service that resulted in making our libraries more accessible and responsive to the community.
Retired SFPL Librarian Roberto Esteves praised Ms. Hildreth as the most talented City Librarian he had worked with during his 35 years of service at the San Francisco Public Library.
Library staffers Linda Greenfield and Dorothy Coakley presented Ms. Hildreth with a bouquet of flowers on behalf of Library staff praising her as the most supportive and accessible City Librarian.

AGENDA ITEM #2 APPROVAL OF THE MINUTES OF APRIL 15, 2004

Please note: These are draft Minutes subject to change by the Library Commission. Copies of Commission Minutes and handouts are available in the Office of the Commission Secretary, 100 Larkin Street, San Francisco, CA 94102

Public comment on AGENDA ITEM #3 APPROVAL OF THE MINUTES OFAPRIL 15, 2004

An anonymous member of the public suggested that the Minutes were inaccurate and lacking in detail of public comment and Commissioners' discussions.
Peter Warfield commented that, while slightly improved, the Minutes left out important information, citing specific comments and detailed questions that were not reported.

Commission discussion of AGENDA ITEM #2 APPROVAL OF THE MINUTES OF APRIL 15, 2004

President Higueras briefly left the meeting at 4:26pm, returning at 4:38pm

MOTION: Commissioner Chin, 2nd Commissioner Strobin for approval of the Minutes of the regular Commission meeting of April 15, 2004.

Adopted by the following vote:
AYE 5-0 (Bautista, Chin, Coulter, Strobin, and Steiman)

AGENDA ITEM #3 BOND PROGRAM MANAGER'S REPORT

(Presented by Branch Library Improvement Program Manager Marilyn Thompson -This is a discussion item to allow the Branch Library Bond Program Manager to report on recent bond program related activities and make announcements.)

This report will consist of *an informational presentation*: none *regular reports*: program budget and schedule; active projects; and community outreach; and *special reports;* presentation and discussion of an update on the status of the renovation of the Marina Branch Library.

Ms. Thompson noted that would be no informational presentation at the meeting and then presented the current budget and schedule of active projects, noting a change in their format to a black and white readable design, and community outreach update report (copies attached). The BLIP Manager then presented an overview of the status of of the Marina Branch Library addressing and outlining the issues resulting from existing San Francisco General Plan language related to libraries located on park properties. The BLIP Manager then discussed the point that the current facility was not sited within the boundaries granted by the Recreation and Park Commission to the Library for the Branch in 1946, and noted discussions will continue between the Recreation and Park Department and the Library with recommendations for action by the Library Commission and the Recreation and Park Commission possibly this Summer. Ms. Thompson concluded her report with an overview of a proposed Marina Branch expansion site plan (copy attached).

Public comment on AGENDA ITEM #3 BOND PROGRAM MANAGER'S REPORT

An anonymous member of the public found the budget and schedule reports more readable, but commented that the copies of the slides were too small. This person also inquired about toxics on the site of the proposed new Ingleside Branch, and questioned the lack of discussion of the seismic safety of the Marina Branch.

Commission discussion of AGENDA ITEM #3 BOND PROGRAM MANAGER'S REPORT

In response to Commissioners' questions, Ms. Thompson discussed how the decision to locate the proposed expansion of the facility was made and noted that a more detailed design for the Marina Branch was not yet ready for review. In response to Commissioners' questions, Ms. Hildreth discussed aspects of the interdepartmental talks with the Recreation and Park Department about the renovation of the Marina Branch

AGENDA ITEM #4 NOE VALLEY BRANCH PEER REVIEW

(The Peer Review Panel presentation consisted of an introduction by BLIP Manager Marilyn Thompson., the architects' presentation by Ms. Nancy Goldenberg, Senior Vice President Carey & Co. Inc. Architecture, a Library response to the proposed design by Deputy City Librarian Paul Underwood, and concluded with the expert Peer Panel discussion evaluation and critique by Pamela Anderson Brule, Anderson Brule Architects, Mr. Gerald Takano, TBA West, and Sylvia Kwan, Kwan Henmi Architecture/Planning)

Presentation of and discussion of a peer review of proposed designs for the Noe Valley Branch Library. Ms. Thompson began the Peer Review of proposed designs for the Noe Valley Library discussing the project's $4.2 million budget and the special challenges of renovation of this historic "Carnegie" Branch Library. Architect Nancy Goldenberg followed with a detailed presentation outlining the several design concepts for the Noe Valley Branch Library that had been explored to arrive at the proposed design. Deputy City Librarian Paul Underwood followed the architect's presentation with the Library's response to the proposed design lauding the proposal as having exceeded expectations in doing complex seismic safety improvements that preserved the historic architecture and provided an upgraded multi-use room. Peer Panel member Mr. Gerald Takano, TBA West, presented his comments based on his visit to the branch on May 10th focusing on the historical integrity of the design. Then Peer Panel member Pamela Anderson Brule, Anderson Brule Architects, presented her review and design critique. Ms. Sylvia Kwan, Kwan Henmi Architecture/Planning concluded the Peer Panel review with comments focused largely on the building's proposed interior designs.

Public comment on AGENDA ITEM #5 NOE VALLEY BRANCH PEER REVIEW

Ms. Debra Neiman, Friends of Noe Valley, commended Library's design process as having included and responded to the desires of the community. Ms. Neiman noted that Carey & Co., as respected preservation architects, had the confidence of the community and would do a truly great design. Ms. Neiman also suggested renovating and reusing the original library tables.

Ms. Gerheart agreed that the community was fortunate in the choice of the architect but questioned why a solar energy installation was not considered.

An anonymous member of the public found the proposed renovation of this historic library located in a very active community interesting, but expressed concern if the proposed disabled exterior access from outside would meet the needs of disabled users Mr. Peter Warfield expressed approval of the architect's sensitivity and asked: would there be more space for books; if the furniture would be replaced; and questioned the proposed combination of circulation and reference functions.

Commission discussion of AGENDA ITEM #5 NOE VALLEY BRANCH PEER REVIEW

President Higueras thanked the architects for having such a thorough process in arriving at the final building design and suggested that the project with such a good beginning could only get better. In response to a question from Commissioner Bautista, it was reported that the Noe Valley Branch, while using green systems and sustainable design whenever possible, had no source of funding for and would not be a good candidate for a solar installation. The Commission's discussions centered on how this traditional Carnegie branch library could be seismically strengthened while respecting its historic fabric. Vice President Steiman suggested re-orienting the proposed entry area for the restrooms and installing security cameras to provide better security. The improved lighting design and plans to reuse some original furniture were applauded. Commissioner Coulter called attention to good and the inclusive process that resulted in this design.

Commissioner Chin left the meeting at 6:08pm.

AGENDA ITEM #5 SUNSET BRANCH PEER REVIEW

(The Peer Review Panel presentation consisted of an introduction by BLIP Manager Marilyn Thompson., the architects' presentation by Anne Fougeron and Bassel Samaha of Fougeron Architecture, a Library response to the proposed design by Deputy City Librarian Paul Underwood, and concluded with the expert Peer Panel discussion evaluation and critique by Pamela Anderson Brule, Anderson Brule Architects, Mr. Gerald Takano, TBA West, and Sylvia Kwan, Kwan Henmi Architecture/Planning)

Presentation of and discussion of a peer review of proposed designs for the renovation of the Sunset Library. Ms. Thompson began the Peer Review of proposed designs for the 1917 Sunset Library discussing the project's $1.4 million budget, noting that seismic strengthening and ADA improvements had been done with funding from a previous bond program. The Branch Library Improvement Program Manager contrasted the degree of difficultly of renovation at this largely intact original design "Carnegie" Branch Library with the more challenging task at the Noe Valley Branch. Architect Anne Fougeron followed with a detailed presentation that began with a discussion of steps that she recommended be taken to remove clutter and increase the visibility of books as one entered the branch as well as restore the grandeur of the reading Rooms. Ms Fougeron's design proposed several changes in book drops, service desks and creation of a teen area to increase functionality of both the upper and lower levels of the Sunset Library to provide for more book shelving and computers. Deputy City Librarian Paul Underwood presented the Library's response to the recommended design and noted that the addition of the ground floor program room, the re-organized staff work areas, improved rest room access and increases in book shelving and computers while maintaining and improving seating met the library's goals for the renovation. Mr. Gerald Takano, TBA West, also found it useful to contrast this much simpler project, with the seismic and ADA requirements already done, with the more difficult design challenges of the Noe Valley Branch, Mr. Takano approved of the proposed design's restoration of the open feeling and symmetry of the original largely intact "Carnegie" rooms with the more central circulation desk and shift of back-of –house staff functions. Mr. Takano applauded the planned use of sympathetic contemporary lighting fixtures as both aesthetically and practically useful. He called attention to security concerns and the issue of the elevator access between the floors being outside the lower level secured area, suggesting shifting the security gate and making sure restroom sight lines remained open. Peer Panelist Pamela Anderson Brule, Anderson Brule Architects, found the proposed restoration of the upper level an improvement and urged careful consideration of how materials would circulate within the building, recommending creation of one exterior book drop that would drop into a staff work area. Ms. Anderson Brule recommended more access to books in the entry areas and lauded planned availability of both a teen and adult computer use area. Ms. Anderson Brule also recommended shifting the lower level security gates and adding a downstairs book drop in the glazed wall beside the circulation desk near the doorway and access to the elevator. Ms. Sylvia Kwan, Kwan Henmi Architecture/Planning again largely focused her critique on the building's proposed interior designs, noting that the Sunset Library was a particularly good candidate maximizing planning for long-term flexibility of uses, Ms. Kwan also approved of the proposed use of contemporary pendant and task lighting and of the design's efforts to mitigate the basement-like feel of the lower level. Regarding the furniture, she noted that as there were very few original items left, the new furniture should be of a sympathetic durable contemporary design with similar types used both upstairs and downstairs.

Commissioner Coulter left the meeting during the Peer Review Panel.

Public comment on AGENDA ITEM #6 SUNSET LIBRARY PEER REVIEW

An anonymous member of the public questioned why such a recently renovated branch was being done so early in the Bond Program and recalled a controversy concerning water damage during the 1992 renovation. The person also expressed concern about security and congestion problems at the lower level elevator entry.
Mr. Peter Warfield suggested that the lower level security gate placement was not correct and applauded efforts to make books more visible and the circulation desk and the role of librarians more visibly central in the branch. Mr. Warfield expressed concern with the placement of the lower level desk; questioned the proposed self-check out and reserve materials pick up area; and urged retaining at minimum the current book count.
Ms. Rosemary Bassey, a Sunset Library user, applauded the restoration of symmetry in the upper level adult areas but expressed concern that the proposed teen area could

disturb the adult reading areas. Ms. Bassey suggested that a stable book collection in the library was more important to her than computer access.

Commission discussion of AGENDA ITEM #6 SUNSET LIBRARY PEER REVIEW

Commissioner Bautista noted that this was a very busy branch and that the proposed design did much to alleviate its cluttered congested appearance. In response to her suggestion that the Teen Area be moved downstairs to the Children's Services area, it was reported that the teen users wanted to be included adjacent to adult areas. Commissioner Bautista noted that increased security and perhaps more artwork were needed in the lower level. Vice President Steiman approved of the restoration of the openness of the upper level and its grouping of differing uses in different corners of the building. President Higueras recalled using the Sunset Library when he was growing up. He approved of the efforts to tie both levels of the building together by design and expressed regret that nothing could be done to redesign the 1992 elevator installation. President Higueras proposed that the security problem with the lower level elevator entry be resolved by redesigning the lobby area. He also recommended moving the book drop so that materials dropped into a staff area and asked if space for bicycles and stroller parking had been considered. The Commission President also agreed with the suggestion that book displays be moved closer to the entry areas as was suggested by the Peer Panel.

President Higueras concluded by expressing the Commission's thanks and appreciation to the Peer Review panelists Pamela Anderson Brule, Anderson Brule Architects, Mr. Gerald Takano, TBA West, and Sylvia Kwan, Kwan Henmi Architecture/Planning for their participation in the Library's effort to maintain the highest standards of design excellence in Branch Library Improvement program projects.

AGENDA ITEM # 6 ADJOURNMENT

MOTION: by Commissioner Bautista , 2nd by Vice President Steiman that the meeting be adjourned In Memoriam of the late San Francisco Poet Thomas Gunn, who had recently passed away.

Public comment on AGENDA ITEM # 6 ADJOURNMENT

An anonymous member of the public called the Commissioners' attention to the passing of Thomas Gunn, a San Francisco resident for 53 years and internationally renowned poet and U.C. Berkeley Professor, suggesting that the meeting be adjourned in his memory.

There being no further business before the Commission the meeting was adjourned at 8:01 pm in memory of the late Thomas Gunn.

ACTION: AYE 4-0 (Bautista, Higueras, Strobin, and Steiman)

Michael Housh, Commission Secretary 5/25/04 as revs'd. 6/10/04

Please note: These are draft Minutes subject to change by the Library Commission. Copies of Commission Minutes and handouts are available in the Office of the Commission Secretary, 100 Larkin Street, San Francisco, CA 94102

ATTACHMENTS:
Noe Valley Branch Library FAQs
Proposed Noe Valley Branch Library renovation floor plans
Sunset Library FAQs
Sunset Library renovation floor plans
Branch Library Improvement Program (BLIP) Manager's Report notes
Branch Library Improvement Program Schedule 2/19/04
Branch Library Improvement Program Budget 5/20/04

Explanatory documents: Copies of listed explanatory documents are available as follows: (1) from the Commission Secretary/Custodian of Records, Main Library, 6th Floor, (2) in the rear of the Koret Auditorium immediately before and during the meeting, and (3)to the extent possible, on the Library's website at http://sfpl.org/.

Additional materials not listed as explanatory documents on this agenda, if any, that are distributed to the Library Commissioners prior to or during the meeting in connection with any agenda item will be available to the public for inspection and copying in accordance with Government Code Section 54954.1 and Sunshine Ordinance §§ 67.9, 67.28(b)& 67.28(d).

Minutes of the Library Commission Meeting May 20, 2004

Appendix A

The Public Comment Summary Statements included in these Minutes are authorized by San Francisco Administrative Code Section 67.16.

These summary statements are provided by the speaker. Their contents are neither generated by, nor subject to approval or verification of accuracy by, the San Francisco Public Library Commission.

The number of members of the public who spoke anonymously at this meeting. 1

San Francisco Public Library

Library Commission
May 20, 2004

Public Comment

Approval of the Minutes

Explanatory document:
Draft Minutes

Bond Program Manager's Reports

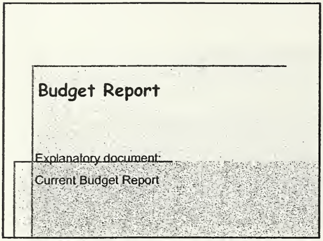
Informational Presentations
Regular Reports
Special Reports

Bond Program Manager's Reports Informational Presentation

None

Bond Program Manager's Reports Regular Reports

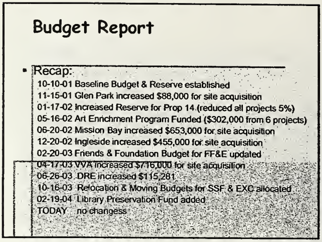
Budget Report
Schedule Report
Active Projects Reports
Community Outreach



Budget Report

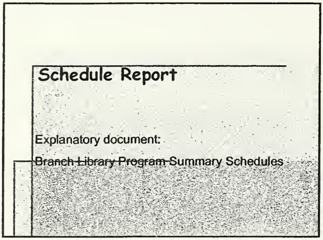
Explanatory document:

Current Budget Report



Budget Report

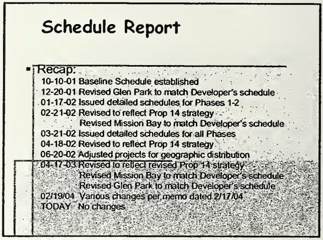
- Recap:
  - 10-10-01 Baseline Budget & Reserve established
  - 11-15-01 Glen Park increased $88,000 for site acquisition
  - 01-17-02 Increased Reserve for Prop 14 (reduced all projects 5%)
  - 05-16-02 Art Enrichment Program Funded ($302,000 from 6 projects)
  - 06-20-02 Mission Bay increased $653,000 for site acquisition
  - 12-20-02 Ingleside increased $455,000 for site acquisition
  - 02-20-03 Friends & Foundation Budget for FF&E updated
  - 04-17-03 VVA increased $716,000 for site acquisition
  - 06-26-03 DRE increased $115,281
  - 10-16-03 Relocation & Moving Budgets for SSF & EXC allocated
  - 02-19-04 Library Preservation Fund added
  - TODAY no changess



Schedule Report

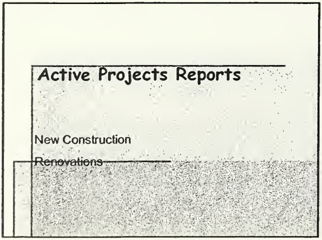
Explanatory document:

Branch Library Program Summary Schedules



Schedule Report

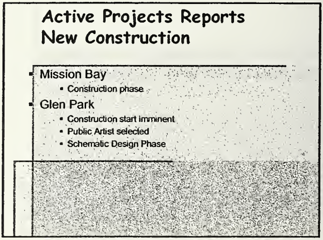
- Recap:
  - 10-10-01 Baseline Schedule established
  - 12-20-01 Revised Glen Park to match Developer's schedule
  - 01-17-02 Issued detailed schedules for Phases 1-2
  - 02-21-02 Revised to reflect Prop 14 strategy
    - Revised Mission Bay to match Developer's schedule
  - 03-21-02 Issued detailed schedules for all Phases
  - 04-18-02 Revised to reflect Prop 14 strategy
  - 06-20-02 Adjusted projects for geographic distribution
  - 04-17-03 Revised to reflect revised Prop 14 strategy
    - Revised Mission Bay to match Developer's schedule
    - Revised Glen Park to match Developer's schedule
  - 02/19/04 Various changes per memo dated 2/17/04
  - TODAY No changes



Active Projects Reports

New Construction

Renovations



Active Projects Reports New Construction

- Mission Bay
  - Construction phase
- Glen Park
  - Construction start imminent
  - Public Artist selected
  - Schematic Design Phase

Active Projects Reports
New Construction

- Ingleside
  - Demolition complete
  - Planning Dept. Applications / Approvals
  - Schematic Design Phase – on hold
  - Public Art
- Portola
  - Planning Dept. Applications / Approvals
  - Schematic Design Phase – on hold
  - Public Art

Active Projects Reports
New Construction

- Visitacion Valley
  - Supermarket lease extended
  - Conceptual Design phase – on hold
- Ortega
  - Conceptual Design phase – on hold
  - Coordination with RPD & DCP

Active Projects Reports
Renovations

- Excelsior
  - Construction Phase
  - Interim Services
- West Portal
  - Construction Documents Phase
  - Permit application submitted
  - Power Pole to be moved
  - Interim Services
  - Civic Design Review
- Sunset
  - Design Development Design Phase
  - Landmark Status
  - Interim Services

Active Projects Reports
Renovations

- Noe Valley
  - Schematic Design Phase
  - Permit application submitted
- Western Addition
  - Planning & Programming Phase
  - Survey
- Marina
  - Schematic Design Phase
  - Coordination with RPD & DCP

Active Projects Reports
Renovations

- Richmond
  - Construction Documents Phase – on hold
  - Landmarks Board Nomination
- Parkside
  - Expansion Approved – on hold
- North Beach
  - Planning & Programming Phase – on hold
  - Triangle Property
- Support Services Facility
  - Construction Phase

Community Outreach Update

- Library meetings:

  5/28 Ingleside Public Art Selection Panel
- Library attended:

  None
- Related City Boards/Commissions:

  6/3 Planning Commission (Ingleside)
- Other Outreach:

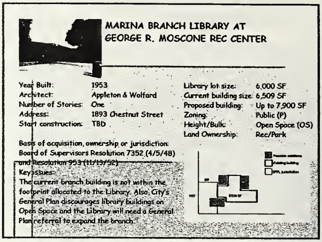
  Website - www.sfpl.org/news/blip/improvementprogram.htm

  Newsletter - issued quarterly (Winter 2004)

  Bulletin Board – Sixth Floor

Bond Program Manager's Reports Special Report

Marina Branch Update



MARINA BRANCH LIBRARY AT GEORGE R. MOSCONE REC CENTER

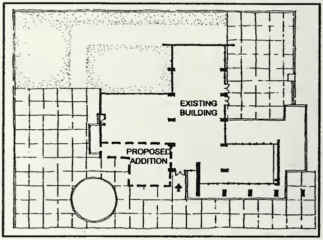
Year Built:	1953	Library lot size:	6,000 SF
Architect:	Appleton & Wolfard	Current building size:	6,509 SF
Number of Stories:	One	Proposed building:	Up to 7,900 SF
Address:	1893 Chestnut Street	Zoning:	Public (P)
Start construction:	TBD	Height/Bulk:	Open Space (OS)
		Land Ownership:	Rec/Park

Basis of acquisition, ownership or jurisdiction:
Board of Supervisors Resolution 7352 (4/5/48) and Resolution 953 (11/13/52)

Key issues:
The current branch building is not within the footprint allocated to the Library. Also, City's General Plan discourages library buildings on Open Space and the Library will need a General Plan referral to expand the branch.

From the San Francisco Master Plan:

- Policy 2- Preserve existing open space.
- Policy 4- Gradually eliminate non-recreational uses in parks and playgrounds.

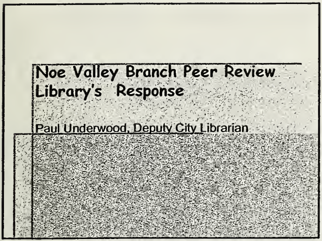


Noe Valley Branch Peer Review

Introduction
Architect's Presentation
Library's Response
Design Review
Public Comment
Commission Discussion

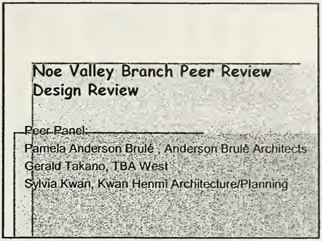
Noe Valley Branch Peer Review Architect's Presentation

Nancy Goldenberg, Senior VP
Carey & Co. Inc. Architecture



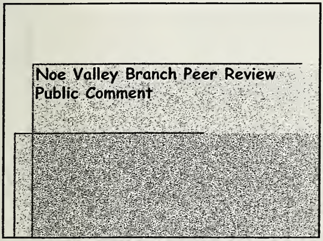
Noe Valley Branch Peer Review
Library's Response

Paul Underwood, Deputy City Librarian

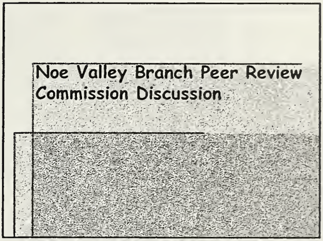


Noe Valley Branch Peer Review
Design Review

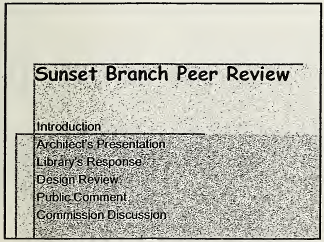
Peer Panel:
Pamela Anderson Brulé , Anderson Brulé Architects
Gerald Takano, TBA West
Sylvia Kwan, Kwan Henmi Architecture/Planning



Noe Valley Branch Peer Review
Public Comment

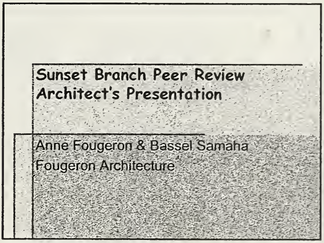


Noe Valley Branch Peer Review
Commission Discussion



Sunset Branch Peer Review

- Introduction
- Architect's Presentation
- Library's Response
- Design Review
- Public Comment
- Commission Discussion



Sunset Branch Peer Review
Architect's Presentation

Anne Fougeron & Bassel Samaha
Fougeron Architecture

Sunset Branch Peer Review
Library's Response

Paul Underwood, Deputy City Librarian

Sunset Branch Peer Review
Design Review

Peer Panel:
Pamela Anderson Brulé , Anderson Brulé Architects
Gerald Takano, TBA West
Sylvia Kwan, Kwan Henmi Architecture/Planning

Sunset Branch Peer Review
Public Comment

Sunset Branch Peer Review
Commission Discussion

Adjournment

CURRENT B T REPORT-2000 Branch Library Improvement Bond Program
May 20, 2004

Branch	BUDGET Baseline Budget (10/01)	Approved Budget (1/04)	REVENUE FUND STRATEGY City Prop. A Bonds	Other Funds	Total All Sources	FUND STATUS Appropriated	Total Available	EXPENDITURES/ENCUMBRANCES Actual 30-Apr-04 B	New This Month
Site Acquisitions & New Construction									
Glen Park	4,570,000	4,681,000	4,681,000		4,681,000	4,728,250	4,728,250	296,096	7,468
Ingleside	4,570,000	4,843,000	1,943,000	2,900,000 (1)	4,843,000	2,890,000	2,890,000	2,536,453	-
Mission Bay	3,350,000	3,957,000	3,957,000		3,957,000	3,957,000	3,957,000	3,471,626	17,411
Portola	4,570,000	4,388,000	1,988,000	2,400,000 (1)	4,388,000	2,435,000	2,435,000	1,876,524	-
Visitacion Valley	5,320,000	5,826,500	5,826,500		5,826,500	2,870,000	2,870,000	2,230,056	(3,526)
Support Services	9,080,000	8,876,000	8,876,000		8,876,000	8,626,000	8,626,000	8,737,289	-
SUBTOTAL	*31,460,000*	*32,571,500*	*27,271,500*	*5,300,000*	*32,571,500*	*25,506,250*	*25,506,250*	*19,148,044*	*21,353*
Renovations									
Anza	4,740,000	4,503,000	4,503,000		4,503,000				
Bayview	3,820,000	3,629,000	3,629,000		3,629,000			18,690	
Bernal Heights	5,350,000	5,082,500	5,082,500		5,082,500			512	512
Eureka Valley	4,580,000	4,351,000	4,351,000		4,351,000			18,202	
Excelsior	3,820,000	3,649,000	3,649,000		3,649,000	3,629,000	3,629,000	2,639,428	18,508
Golden Gate Valley	5,340,000	5,073,000	5,073,000		5,073,000	50,000	50,000		
Marina	4,110,000	3,904,500	3,904,500		3,904,500	976,125	978,125	525,832	
Merced	4,200,000	3,990,000	3,990,000		3,990,000	-	-		
Noe Valley	4,410,000	4,189,500	4,189,500		4,189,500	1,047,125	1,047,125	734,785	734
North Beach	3,460,000	3,287,000	3,287,000		3,287,000	821,750	821,750	118	
Ortega	3,560,000	3,382,000	3,382,000		3,382,000	350,000	350,000	140,398	542
Park	1,310,000	1,244,500	1,244,500		1,244,500	-	-		
Parkside	2,880,000	3,238,000	3,236,000		3,236,000	2,736,000	2,736,000	89,204	
Potrero	4,230,000	4,018,500	4,018,500		4,018,500	-	-		
Presidio	1,530,000	1,453,500	1,453,500		1,453,500	353,400	353,400	116,648	
Richmond	7,630,000	7,141,500	41,500	7,100,000 (1) (2)	7,141,500	2,441,500	2,441,500	994,045	(10,859)
Sunset	1,490,000	1,415,500	1,415,500		1,415,500	1,415,500	1,415,500	247,468	54
West Portal	4,110,000	3,904,500	3,904,500		3,904,500	976,125	976,125	675,446	3,048
Western Addition	3,430,000	3,258,500	3,258,500		3,258,500	-	-	27,794	2,989
SUBTOTAL	*74,000,000*	*70,713,000*	*63,613,000*	*7,100,000*	*70,713,000*	*14,796,525*	*14,796,525*	*6,228,570*	*15,528*
Program-Wide Services & Costs									
Library Program Costs	800,000	800,000	800,000		800,000	600,000	600,000	485,912	476
Program Consultants	750,000	750,000	750,000		750,000	562,500	562,500	117,264	2,327
City Program Management	3,600,000	3,600,000	3,600,000		3,600,000	1,013,822	1,013,822	1,009,745	40,747
Real Estate Dept	120,000	235,281	235,281		235,281	235,281	235,281	235,281	0
Art Enrichment Program	0	302,000	302,000		302,000	302,000	302,000	117,396	268
Program Interim Services	0	438,400	253,542	184,858 (4)	438,400	300,000	300,000	253,542	0
Relocation & Moving Reserve	4,360,000	410,000	94,858	315,142 (4)	410,000	0	0		0
Furniture & Equipment Reserv	15,000,000	16,000,000	0	16,000,000 (3)	16,000,000	0	0		0
Bond Financing Costs	1,500,000	1,500,000	1,500,000		1,500,000	338,622	338,622	290,051	0
Program Reserve	1,675,000	7,444,819	7,444,819		7,444,819	0	0		0
SUBTOTAL	*27,805,000*	*31,480,500*	*14,980,500*	*16,500,000*	*31,480,500*	*3,352,225*	*3,352,225*	*2,509,191*	*43,818*
TOTAL	133,265,000	134,765,000	105,865,000	28,900,000	134,765,000	43,655,000	43,655,000	27,885,805	80,699

(1) Prop. 14 State Grants

(2) Earthquake Safety Program funds remaining for Branch Libraries ($2,400,000 for Richmond)

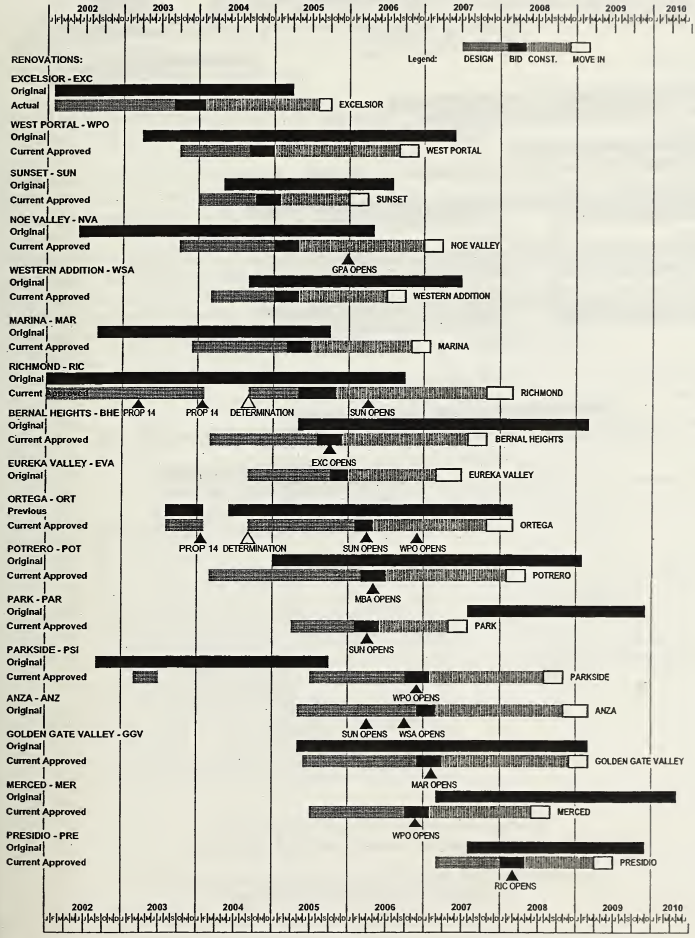
(3) Private donations from Friends & Foundation, includes Friends and Foundation fundraising expenses.

(4) Library Preservation Fund approved by Library Commission ($500,000) 1/04

Branch Library Program Summary Schedules

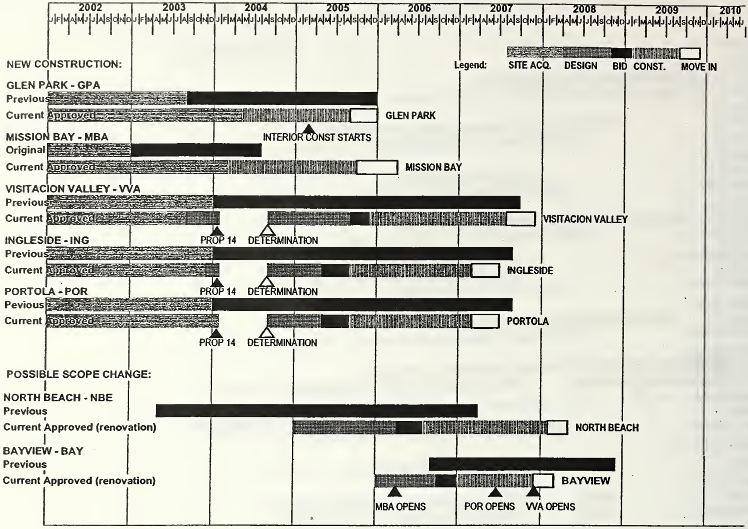
Monthly Bond Program Manager's Report

Approved February 19, 2004



Branch Library Program Summary Schedules

Monthly Bond Program Manager's Report
Approved February 19, 2004



BRANCH LIBRARY
IMPROVEMENT PROGRAM

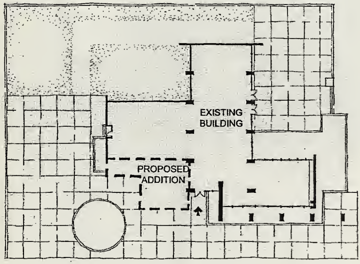
MARINA RENOVATION UPDATE

As part of the bond program overwhelmingly passed by the voters in November 2000, the San Francisco Public Library is renovating the Marina Branch Library.

At the last community meeting (April 2004), the architects and library staff discussed multiple design schemes for renovating and expanding the branch. A key discussion point was whether to site the approximately 1,000 square foot addition in the front or back of the existing building.

As part of the regular Bond Manager's Report on May 20th, there will be a brief Special Report presented to the Library Commission outlining the recommended scheme of an expansion at the front of the building (see drawing below). Because the branch library is on Recreation & Park Department land, the Library plans to present this option to the Recreation & Park Commission as well in the near future. Join us:

Library Commission Meeting
Thursday, May 20, 2004
The Main Library, 100 Larkin Street, Koret Auditorium
Meeting starts at 4:00 P.M.
(Marina update is part of item #3)



Marina Branch Library Renovation

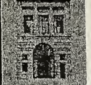
Addition in front of building, facing Chestnut Street

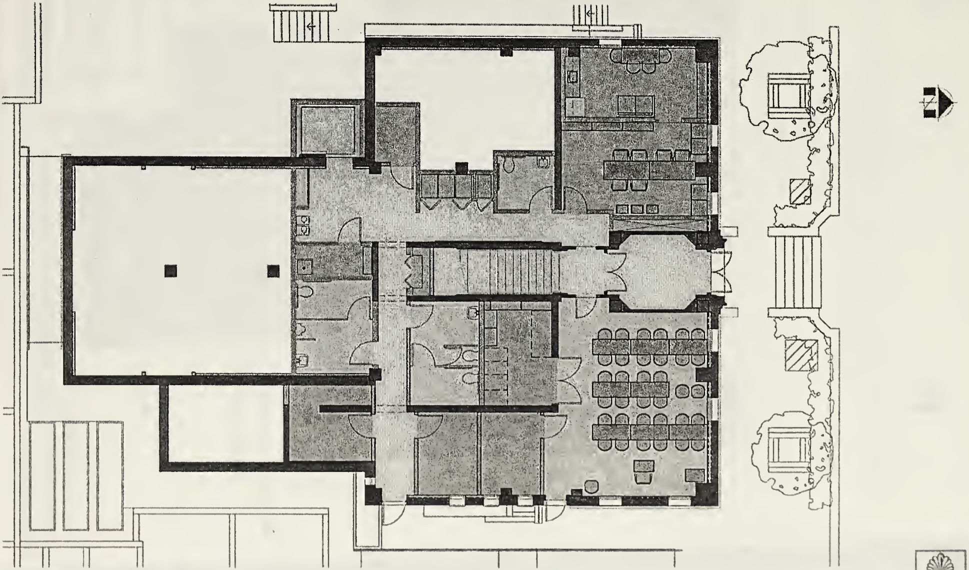
For more information,
call the Library's Chief of Branches at 415.557.4353
or the Office of the Bond Program Manager at 415.557.4354

For more information about the Branch Library Improvement Program,
check the Library website at www.sfpl.org

San Francisco Public Library

Schematic Design Level 1





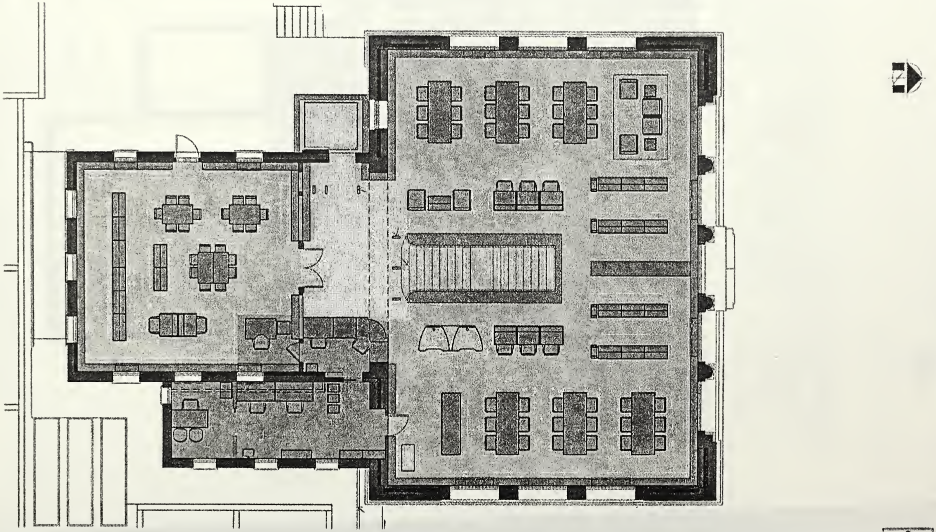
FIRST FLOOR PLAN

NOE VALLEY BRANCH LIBRARY

MAY 2004

CAREY & CO. INC.
ARCHITECTURE

Schematic Design Level 2



SECOND FLOOR PLAN

NOE VALLEY BRANCH LIBRARY

MAY 2004

CAREY & CO. INC.
ARCHITECTURE

BRANCH LIBRARY
IMPROVEMENT PROGRAM

City & County of San Francisco
Branch Library Improvement Program

Noe Valley/Sally Brunn Branch Library Renovation
Frequently Asked Questions

Q. What are the plans for the branch?
A. The project provides for a complete renovation including seismic strengthening, accessibility improvements, energy-efficiency and technology upgrades. The historic integrity of this 1916 Carnegie landmark will be maintained and the building restored to its original grandeur. A small expansion is planned to accommodate an elevator and recoup space needed for disabled access, seismic work, and building system upgrades.

Q. What will be some of the benefits of the renovated branch?

- Seismic strengthening
- Accessible entry
- A designated Teen Area
- Renovated program room for library and community programs
- Access to deck and garden area
- Fully accessible restrooms
- Quiet adult reading area
- A safe accessible elevator
- Convenient after hours book drop
- Improved landscaping to showcase the wonderful façade
- Infrastructure to provide modern technologies and flexibility for the future
- More welcoming and flexible Children's Area
- Better lighting
- New or restored furniture
- Clearer signage
- More computers with access to the Internet and library online resources
- Restored historic features such as windows, ceilings, and woodwork
- Express checkout machines
- Comfortable seating and variety of seating choices
- Improved heating and ventilation
- More functional staff work areas both upstairs and downstairs

Q. When will the branch be closed and for how long?
A. The branch is scheduled to close for move out, abatement and construction in early 2005 and reopen early 2007 or sooner. During the renovation, library services will be provided by increasing hours at nearby branches, holding programs at neighborhood schools and community centers, and bookmobile service.

Q. Who are the architects?
A. Carey & Co. Architecture of San Francisco.

Q. Will the amount of books and seating remain the same?
A. Because of the efficiency of the new furniture and shelving, there may be space for a small increase in materials and/or seating. New materials (books, CDs, DVDs, videos, books on tape, etc.) will be purchased during closure to keep the collection current. Also, the collection will be easier to find on new shelves in an improved layout. The small expansion will go for increased accessibility and new restrooms.

Q. What happens to the existing furniture?
A. Historic pieces may be restored, but most of the furniture will be replaced. The Library has developed interior design guidelines to help the architects and staff choose or restore appropriate furniture based on functionality, ergonomics, durability, maintenance, flexibility, sustainability, as well as the architectural period.

Q. Is the community involved in the design process?
A. Yes. A community needs assessment was conducted in fall 2003 by consultant Marilyn Smulyan, who interviewed key community stakeholders about materials, facilities, and services at the branch and analyzed a survey of 494 people. Three community meetings plus a two-day Design Workshop were held to discuss conceptual designs (March 2002, September 2002, October 2003 & May 2004).The Library Commission will hold a public Peer Review on May 20, 2004 at the Main Library where an independent architect, historic preservationist, and an interior designer publicly review the design. Then the architects will go back to the community to discuss the final plans.

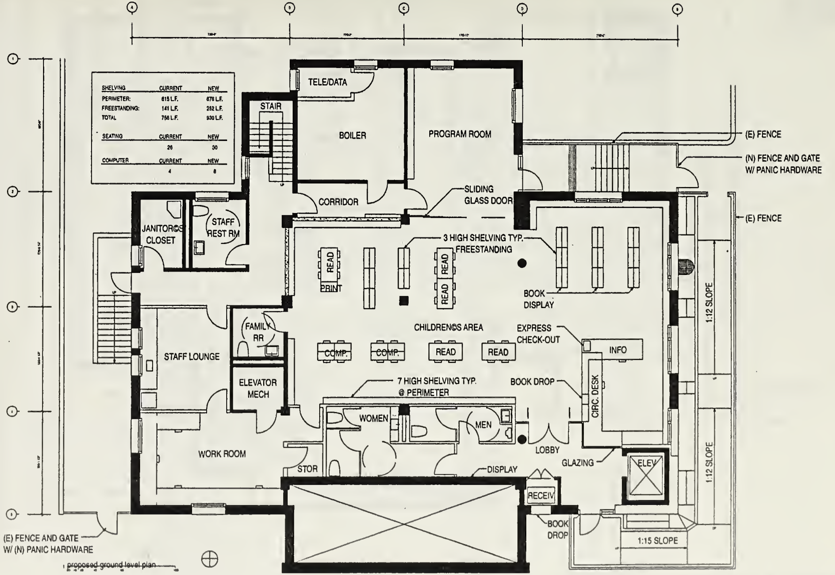
Q. Where does the money come from to renovate the branch?
A. In November 2000, the voters overwhelmingly passed a bond measure for $106 million to upgrade San Francisco's branch library system. The bond's priorities are to reduce seismic risk, meet modern technological needs and current code requirements, comply with the Americans with Disabilities Act (ADA), and provide spaces that are responsive to current services, yet flexible enough to meet future needs. While the bond pays for a significant portion of the costs, it does not pay for furniture, fixtures, and equipment. The Friends of the San Francisco Public Library will raise $16 million from private donations to pay for these costs. Call 437-4859 to help with the Friends campaign.

Q. How much does construction cost for the Noe Valley/Sally Brunn Branch?
A. The project has a construction budget of about $2.9 million to renovate the building, not including furniture and equipment.

Q. How do I find out more information about my branch renovation?
A. Contact the Branch Library Improvement Program at (415) 557-4354, check www.sfpl.org, or email BLIP@sfpl.org.

PROPOSED FLOOR PLAN - GROUND LEVEL

SFPL SUNSET BRANCH LIBRARY



SHELVING	CURRENT	NEW
PERIMETER:	615 L.F.	678 L.F.
FREESTANDING:	141 L.F.	252 L.F.
TOTAL	756 L.F.	930 L.F.

SEATING	CURRENT	NEW
	26	30

COMPUTER	CURRENT	NEW
	4	8

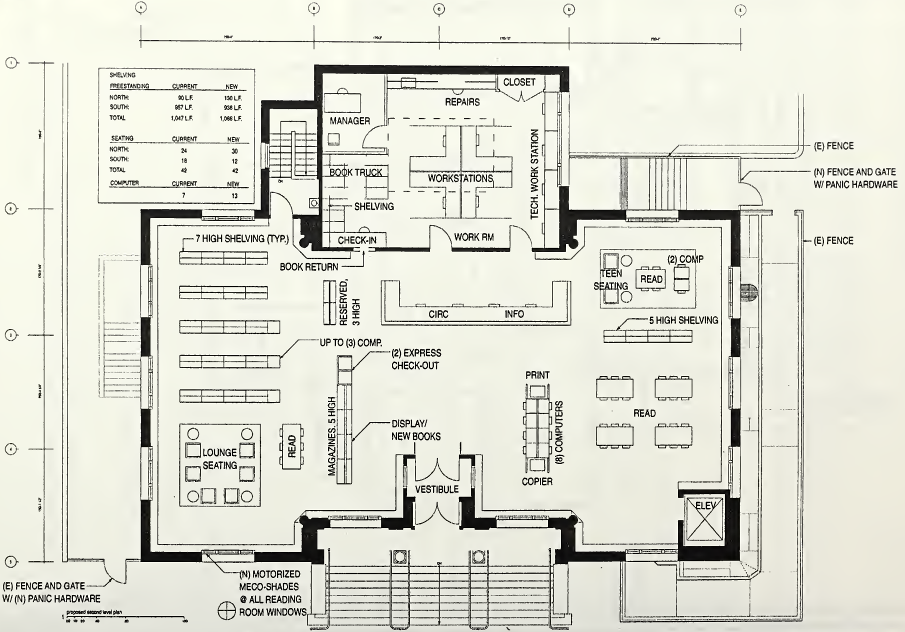
A
B
C
D
E
1
2
3
4
5
TELE/DATA
STAIR
BOILER
PROGRAM ROOM
(E) FENCE
(N) FENCE AND GATE W/ PANIC HARDWARE
CORRIDOR
SLIDING GLASS DOOR
(E) FENCE
JANITOR©S CLOSET
STAFF REST RM
3 HIGH SHELVING TYP. FREESTANDING
READ
READ
READ
PRINT
BOOK DISPLAY
1:12 SLOPE
FAMILY RR
CHILDREN©S AREA
EXPRESS CHECK-OUT
STAFF LOUNGE
COMP.
COMP.
READ
READ
INFO
ELEVATOR MECH
7 HIGH SHELVING TYP. @ PERIMETER
BOOK DROP
CIRC. DESK
WOMEN
MEN
LOBBY
WORK ROOM
GLAZING
ELEV
1:12 SLOPE
STOR
DISPLAY
RECEIV
BOOK DROP
1:15 SLOPE
(E) FENCE AND GATE W/ (N) PANIC HARDWARE
proposed ground level plan

FOUGERON ARCHITECTURE

5-20-04

PROPOSED FLOOR PLAN - SECOND LEVEL

SFPL SUNSET BRANCH LIBRARY



MANAGER
REPAIRS
CLOSET
BOOK TRUCK
WORKSTATIONS
TECH. WORK STATION
SHELVING
CHECK-IN
WORK RM
7 HIGH SHELVING (TYP.)
BOOK RETURN
RESERVED, 3 HIGH
CIRC
INFO
TEEN SEATING
READ
(2) COMP
5 HIGH SHELVING
UP TO (3) COMP.
(2) EXPRESS CHECK-OUT
PRINT
(8) COMPUTERS
COPIER
READ
MAGAZINES, 5 HIGH
DISPLAY/ NEW BOOKS
LOUNGE SEATING
READ
VESTIBULE
ELEV
(E) FENCE
(N) FENCE AND GATE W/ PANIC HARDWARE
(E) FENCE
(E) FENCE AND GATE W/ (N) PANIC HARDWARE
(N) MOTORIZED MECO-SHADES @ ALL READING ROOM WINDOWS
proposed second level plan

SHELVING

FREESTANDING	CURRENT	NEW
NORTH:	90 L.F.	130 L.F.
SOUTH:	957 L.F.	936 L.F.
TOTAL	1,047 L.F.	1,066 L.F.

SEATING	CURRENT	NEW
NORTH:	24	30
SOUTH:	18	12
TOTAL	42	42

COMPUTER	CURRENT	NEW
	7	13

FOUGERON ARCHITECTURE

BRANCH LIBRARY
IMPROVEMENT PROGRAM

City & County of San Francisco
Branch Library Improvement Program

Sunset Branch Library Renovation
Frequently Asked Questions

Q. What are the plans for the branch?
A. The Sunset Branch Library is an historic two-level Carnegie library built in 1918. In 1992, it was seismically upgraded and brought into disabled access compliance. Current plans are to remodel the interior of the facility while preserving its historic character.

Q. What will be some of the benefits of the renovated branch?
- New after hours book drop at street level
- More fully accessible public restrooms
- Dedicated space downstairs for after school homework, story time, and other library and community programs
- Designated Teen Area
- More comfortable seating and a variety of seating choices
- Reconfigured, more welcoming Children's Room
- More computers
- New self-check machines
- Improved lighting, heating and ventilation
- More functional staff work areas both upstairs and downstairs

Q. When will the branch be closed and for how long?
A. The branch is scheduled to close for move out, abatement and construction in late 2004 and reopen early 2006 or sooner. During the renovation, library services will be provided by increasing hours at nearby branches, holding programs at neighborhood schools and community centers, and bookmobile service.

Q. Who are the architects?
A. Fougeron Architecture of San Francisco

Q. Is the building an historic Landmark?
A. The building has been nominated and recommended to Landmark status by the Landmarks Preservation Advisory Board (LPAB). Planning Commission and Board of Supervisors are expected to approve its Landmark status sometime before or during construction. Plans must conform to the Secretary of the Interior's Standards for Rehabilitation & Guidelines for Rehabilitating Historic Buildings. The LPAB nomination contains vital information about significant features to retain.

Q. Will the amount of books increase?
A. The branch has a collection size of approximately 55,000 items, including 5,600 Chinese language items and small Russian and Vietnamese collections. After the interior renovation, the collection (books, CDs, DVDs, videos, books on tape, etc.) size will remain substantially the same. New materials will be purchased during closure to keep the collection current. Also, materials will be easier to find on new shelves in an improved layout. The size of the building is not increasing.

Q. What happens to the existing furniture?
A. The furniture will be replaced. The original historic perimeter shelving and trims will be restored and rebuilt where previously removed, if possible. The Library has developed interior design guidelines to help architects and staff choose appropriate furniture based on functionality, ergonomics, durability, maintenance, flexibility, sustainability, as well as the architectural period.

Q. Is the community involved in the design process?
A. Yes. A survey was conducted in September/October 2003, where 846 people gave their opinion about materials, facilities, and services at the branch. Two community meetings took place at the branch to discuss conceptual designs (February 2004 and April 2004). The Library Commission will hold a public Peer Review on May 20, 2004 at the Main Library where an independent architect, historic preservationist, and an interior designer publicly review the design. Then the architects will go back to the community to discuss the final plans.

Q. Where does the money come from to renovate the branch?
A. In November 2000, the voters overwhelmingly passed a bond measure for $106 million to upgrade San Francisco's branch library system. The bond's priorities are to reduce seismic risk, meet modern technological needs and current code requirements, comply with the Americans with Disabilities Act (ADA), and provide spaces that are responsive to current services, yet flexible enough to meet future needs. Even though some modifications were made in the early 90's, the building needs system upgrades and an internal remodel. In addition, while the bond pays for a significant portion of the costs, it does not pay for furniture, fixtures, and equipment. The Friends of the San Francisco Public Library will raise $16 million from private donations to pay for these costs. Call (415) 437-4859 to help with the Friends campaign.

Q. How much does construction cost for the Sunset Branch?
A. The project has a construction budget of about $990,000 to renovate the building, not including furniture and equipment.

Q. How do I find out more information about my branch renovation?
A. Contact the Branch Library Improvement Program at (415) 557-4354, check www.sfpl.org, or email BLIP@sfpl.org.

4/26/04

San Francisco Public Library Commission
100 Larkin Street, San Francisco, CA 94102-4733
Phone 415.557.4233, Fax 415.557.4240

DOCUMENTS DEPT.
SEP - 9 2004
SAN FRANCISCO
PUBLIC LIBRARY

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7
20/04
proved

Gavin Newsom
Mayor

Charles A. Higueras, A.I.A.
President

Carol Steiman
Vice President

Helen Marte Bautista
Lonnie K. Chin
Steven A. Coulter
Fran A. Streets
borah Strobin
nmissioners

usan Hildreth
ity Librarian

ichael Housh
ommission Secretary

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Minutes of the regular meeting of Thursday, May 20, 2004. (as approved June 17, 2004)
The San Francisco Public Library Commission held a regular meeting on Thursday, May 20, 2004, in the Koret Auditorium, Main Library.

The meeting was called to order at 4: 06pm.

The following members were present: Bautista, Coulter, Higueras, Strobin, and Steiman.
Commissioner Chin joined the meeting at 4:23pm.
Commissioner Streets was reported excused.

President Higueras made a brief announcement that City Librarian Susan Hildreth had submitted her resignation to the Mayor in order to accept a new position as Library Director in Tucson, Arizona.

AGENDA ITEM #1 PUBLIC COMMENT

Public comment on AGENDA ITEM #1 PUBLIC COMMENT

An anonymous member of the public commented on the Library Chief of Security's report to the Commission at the May 6th meeting.
Mr. Martín Gómez, Executive Director of the Friends of the Library, lauded Ms. Hildreth's contributions to the Library during her tenure as City Librarian.
Ms. Rona Sandler, Friends of the Library, called attention the City Librarian's vision and leadership that had significantly benefited San Francisco library users.
Mr. Peter Warfield discussed the Board of Supervisors creation of a library citizen's advisory committee and the Sunshine Ordinance Task Force's rulings concerning his complaints again the Library.
Author Peter Wiley, Friends of the Library, expressed appreciation of Ms. Hildreth's many important contributions to the Library's progress.
Ms. Marsha Popper, Council for Neighborhood Libraries, called attention to Ms. Hildreth's years of skilled and dedicated service that resulted in making our libraries more accessible and responsive to the community.
Retired SFPL Librarian Roberto Esteves praised Ms. Hildreth as the most talented City Librarian he had worked with during his 35 years of service at the San Francisco Public Library.
Library staffers Linda Greenfield and Dorothy Coakley presented Ms. Hildreth with a bouquet of flowers on behalf of Library staff praising her as the most supportive and accessible City Librarian.

AGENDA ITEM #2 APPROVAL OF THE MINUTES OF APRIL 15, 2004

Please note: Copies of Commission Minutes and handouts are available in the Office of the Commission Secretary, 100 Larkin Street, San Francisco, CA 94102

Public comment on AGENDA ITEM #3 APPROVAL OF THE MINUTES OFAPRIL 15, 2004

An anonymous member of the public suggested that the Minutes were inaccurate and lacking in detail of public comment and Commissioners' discussions.
Peter Warfield commented that, while slightly improved, the Minutes left out important information, citing specific comments and detailed questions that were not reported.

Commission discussion of AGENDA ITEM #2 APPROVAL OF THE MINUTES OF APRIL 15, 2004

President Higueras briefly left the meeting at 4:26pm, returning at 4:38pm

MOTION: Commissioner Chin, 2nd Commissioner Strobin for approval of the Minutes of the regular Commission meeting of April 15, 2004.

Adopted by the following vote:
AYE 5-0 (Bautista, Chin, Coulter, Strobin, and Steiman)

AGENDA ITEM #3 BOND PROGRAM MANAGER'S REPORT

(Presented by Branch Library Improvement Program Manager Marilyn Thompson -This is a discussion item to allow the Branch Library Bond Program Manager to report on recent bond program related activities and make announcements.)

This report will consist of *an informational presentation*: none *regular reports*: program budget and schedule; active projects; and community outreach; and *special reports;* presentation and discussion of an update on the status of the renovation of the Marina Branch Library.

Ms. Thompson noted that would be no informational presentation at the meeting and then presented the current budget and schedule of active projects, noting a change in their format to a black and white readable design, and community outreach update report (copies attached). The BLIP Manager then presented an overview of the status of of the Marina Branch Library addressing and outlining the issues resulting from existing San Francisco General Plan language related to libraries located on park properties. The BLIP Manager then discussed the point that the current facility was not sited within the boundaries granted by the Recreation and Park Commission to the Library for the Branch in 1946, and noted discussions will continue between the Recreation and Park Department and the Library with recommendations for action by the Library Commission and the Recreation and Park Commission possibly this Summer. Ms. Thompson concluded her report with an overview of a proposed Marina Branch expansion site plan (copy attached).

Public comment on AGENDA ITEM #3 BOND PROGRAM MANAGER'S REPORT

An anonymous member of the public found the budget and schedule reports more readable, but commented that the copies of the slides were too small. This person also inquired about toxics on the site of the proposed new Ingleside Branch, and questioned the lack of discussion of the seismic safety of the Marina Branch.

Commission discussion of AGENDA ITEM #3 BOND PROGRAM MANAGER'S REPORT

In response to Commissioners' questions, Ms. Thompson discussed how the decision to locate the proposed expansion of the facility was made and noted that a more detailed design for the Marina Branch was not yet ready for review. In response to Commissioners' questions, Ms. Hildreth discussed aspects of the interdepartmental talks with the Recreation and Park Department about the renovation of the Marina Branch

AGENDA ITEM #4 NOE VALLEY BRANCH PEER REVIEW

(The Peer Review Panel presentation consisted of an introduction by BLIP Manager Marilyn Thompson., the architects' presentation by Ms. Nancy Goldenberg, Senior Vice President Carey & Co. Inc. Architecture, a Library response to the proposed design by Deputy City Librarian Paul Underwood, and concluded with the expert Peer Panel discussion evaluation and critique by Pamela Anderson Brule, Anderson Brule Architects, Mr. Gerald Takano, TBA West, and Sylvia Kwan, Kwan Henmi Architecture/Planning)

Presentation of and discussion of a peer review of proposed designs for the Noe Valley Branch Library. Ms. Thompson began the Peer Review of proposed designs for the Noe Valley Library discussing the project's $4.2 million budget and the special challenges of renovation of this historic "Carnegie" Branch Library. Architect Nancy Goldenberg followed with a detailed presentation outlining the several design concepts for the Noe Valley Branch Library that had been explored to arrive at the proposed design. Deputy City Librarian Paul Underwood followed the architect's presentation with the Library's response to the proposed design lauding the proposal as having exceeded expectations in doing complex seismic safety improvements that preserved the historic architecture and provided an upgraded multi-use room. Peer Panel member Mr. Gerald Takano, TBA West, presented his comments based on his visit to the branch on May 10th focusing on the historical integrity of the design. Then Peer Panel member Pamela Anderson Brule, Anderson Brule Architects, presented her review and design critique. Ms. Sylvia Kwan, Kwan Henmi Architecture/Planning concluded the Peer Panel review with comments focused largely on the building's proposed interior designs.

Public comment on AGENDA ITEM #5 NOE VALLEY BRANCH PEER REVIEW

Ms. Debra Neiman, Friends of Noe Valley, commended Library's design process as having included and responded to the desires of the community. Ms. Neiman noted that Carey & Co., as respected preservation architects, had the confidence of the community and would do a truly great design. Ms. Neiman also suggested renovating and reusing the original library tables.

Ms. Gerheart agreed that the community was fortunate in the choice of the architect but questioned why a solar energy installation was not considered.

An anonymous member of the public found the proposed renovation of this historic library located in a very active community interesting, but expressed concern if the proposed disabled exterior access from outside would meet the needs of disabled users Mr. Peter Warfield expressed approval of the architect's sensitivity and asked: would there be more space for books; if the furniture would be replaced; and questioned the proposed combination of circulation and reference functions.

Commission discussion of AGENDA ITEM #5 NOE VALLEY BRANCH PEER REVIEW

President Higueras thanked the architects for having such a thorough process in arriving at the final building design and suggested that the project with such a good beginning could only get better. In response to a question from Commissioner Bautista, it was reported that the Noe Valley Branch, while using green systems and sustainable design whenever possible, had no source of funding for and would not be a good candidate for a solar installation. The Commission's discussions centered on how this traditional Carnegie branch library could be seismically strengthened while respecting its historic fabric. Vice President Steiman suggested re-orienting the proposed entry area for the restrooms and installing security cameras to provide better security. The improved lighting design and plans to reuse some original furniture were applauded. Commissioner Coulter called attention to good and the inclusive process that resulted in this design.

Commissioner Chin left the meeting at 6:08pm.

AGENDA ITEM #5 SUNSET BRANCH PEER REVIEW

(The Peer Review Panel presentation consisted of an introduction by BLIP Manager Marilyn Thompson., the architects' presentation by Anne Fougeron and Bassel Samaha of Fougeron Architecture, a Library response to the proposed design by Deputy City Librarian Paul Underwood, and concluded with the expert Peer Panel discussion evaluation and critique by Pamela Anderson Brule, Anderson Brule Architects, Mr. Gerald Takano, TBA West, and Sylvia Kwan, Kwan Henmi Architecture/Planning)

Presentation of and discussion of a peer review of proposed designs for the renovation of the Sunset Library. Ms. Thompson began the Peer Review of proposed designs for the 1917 Sunset Library discussing the project's $1.4 million budget, noting that seismic strengthening and ADA improvements had been done with funding from a previous bond program. The Branch Library Improvement Program Manager contrasted the degree of difficultly of renovation at this largely intact original design "Carnegie" Branch Library with the more challenging task at the Noe Valley Branch. Architect Anne Fougeron followed with a detailed presentation that began with a discussion of steps that she recommended be taken to remove clutter and increase the visibility of books as one entered the branch as well as restore the grandeur of the reading Rooms. Ms Fougeron's design proposed several changes in book drops, service desks and creation of a teen area to increase functionality of both the upper and lower levels of the Sunset Library to provide for more book shelving and computers. Deputy City Librarian Paul Underwood presented the Library's response to the recommended design and noted that the addition of the ground floor program room, the re-organized staff work areas, improved rest room access and increases in book shelving and computers while maintaining and improving seating met the library's goals for the renovation. Mr. Gerald Takano, TBA West, also found it useful to contrast this much simpler project, with the seismic and ADA requirements already done, with the more difficult design challenges of the Noe Valley Branch, Mr. Takano approved of the proposed design's restoration of the open feeling and symmetry of the original largely intact "Carnegie" rooms with the more central circulation desk and shift of back-of –house staff functions. Mr. Takano applauded the planned use of sympathetic contemporary lighting fixtures as both aesthetically and practically useful. He called attention to security concerns and the issue of the elevator access between the floors being outside the lower level secured area, suggesting shifting the security gate and making sure restroom sight lines remained open. Peer Panelist Pamela Anderson Brule, Anderson Brule Architects, found the proposed restoration of the upper level an improvement and urged careful consideration of how materials would circulate within the building, recommending creation of one exterior book drop that would drop into a staff work area. Ms. Anderson Brule recommended more access to books in the entry areas and lauded planned availability of both a teen and adult computer use area. Ms. Anderson Brule also recommended shifting the lower level security gates and adding a downstairs book drop in the glazed wall beside the circulation desk near the doorway and access to the elevator. Ms. Sylvia Kwan, Kwan Henmi Architecture/Planning again largely focused her critique on the building's proposed interior designs, noting that the Sunset Library was a particularly good candidate maximizing planning for long-term flexibility of uses, Ms. Kwan also approved of the proposed use of contemporary pendant and task lighting and of the design's efforts to mitigate the basement-like feel of the lower level. Regarding the furniture, she noted that as there were very few original items left, the new furniture should be of a sympathetic durable contemporary design with similar types used both upstairs and downstairs.

Commissioner Coulter left the meeting during the Peer Review Panel.

Public comment on AGENDA ITEM #6 SUNSET LIBRARY PEER REVIEW

An anonymous member of the public questioned why such a recently renovated branch was being done so early in the Bond Program and recalled a controversy concerning water damage during the 1992 renovation. The person also expressed concern about security and congestion problems at the lower level elevator entry.
Mr. Peter Warfield suggested that the lower level security gate placement was not correct and applauded efforts to make books more visible and the circulation desk and the role of librarians more visibly central in the branch. Mr. Warfield expressed concern with the placement of the lower level desk; questioned the proposed self-check out and reserve materials pick up area; and urged retaining at minimum the current book count.
Ms. Rosemary Bassey, a Sunset Library user, applauded the restoration of symmetry in the upper level adult areas but expressed concern that the proposed teen area could

disturb the adult reading areas. Ms. Bassey suggested that a stable book collection in the library was more important to her than computer access.

Commission discussion of AGENDA ITEM #6 SUNSET LIBRARY PEER REVIEW

Commissioner Bautista noted that this was a very busy branch and that the proposed design did much to alleviate its cluttered congested appearance. In response to her suggestion that the Teen Area be moved downstairs to the Children's Services area, it was reported that the teen users wanted to be included adjacent to adult areas. Commissioner Bautista noted that increased security and perhaps more artwork were needed in the lower level. Vice President Steiman approved of the restoration of the openness of the upper level and its grouping of differing uses in different corners of the building. President Higueras recalled using the Sunset Library when he was growing up. He approved of the efforts to tie both levels of the building together by design and expressed regret that nothing could be done to redesign the 1992 elevator installation. President Higueras proposed that the security problem with the lower level elevator entry be resolved by redesigning the lobby area. He also recommended moving the book drop so that materials dropped into a staff area and asked if space for bicycles and stroller parking had been considered. The Commission President also agreed with the suggestion that book displays be moved closer to the entry areas as was suggested by the Peer Panel.

President Higueras concluded by expressing the Commission's thanks and appreciation to the Peer Review panelists Pamela Anderson Brule, Anderson Brule Architects, Mr. Gerald Takano, TBA West, and Sylvia Kwan, Kwan Henmi Architecture/Planning for their participation in the Library's effort to maintain the highest standards of design excellence in Branch Library Improvement program projects.

AGENDA ITEM # 6 ADJOURNMENT

MOTION: by Commissioner Bautista , 2nd by Vice President Steiman that the meeting be adjourned In Memoriam of the late San Francisco Poet Thomas Gunn, who had recently passed away.

Public comment on AGENDA ITEM # 6 ADJOURNMENT

An anonymous member of the public called the Commissioners' attention to the passing of Thomas Gunn, a San Francisco resident for 53 years and internationally renowned poet and U.C. Berkeley Professor, suggesting that the meeting be adjourned in his memory.

There being no further business before the Commission the meeting was adjourned at 8:01 pm in memory of the late Thomas Gunn.

ACTION: AYE 4-0 (Bautista, Higueras, Strobin, and Steiman)

Michael Housh, Commission Secretary 6/18/04

Please note: Copies of Commission Minutes and handouts are available in the Office of the Commission Secretary, 100 Larkin Street, San Francisco, CA 94102

ATTACHMENTS:

Noe Valley Branch Library FAQs
Proposed Noe Valley Branch Library renovation floor plans
Sunset Library FAQs
Sunset Library renovation floor plans
Branch Library Improvement Program (BLIP) Manager's Report notes
Branch Library Improvement Program Schedule 2/19/04
Branch Library Improvement Program Budget 5/20/04

Explanatory documents: Copies of listed explanatory documents are available as follows: (1) from the Commission Secretary/Custodian of Records, Main Library, 6th Floor, (2) in the rear of the Koret Auditorium immediately before and during the meeting, and (3)to the extent possible, on the Library's website at http://sfpl.org/.

Additional materials not listed as explanatory documents on this agenda, if any, that are distributed to the Library Commissioners prior to or during the meeting in connection with any agenda item will be available to the public for inspection and copying in accordance with Government Code Section 54954.1 and Sunshine Ordinance §§ 67.9, 67.28(b)& 67.28(d).

Minutes of the Library Commission Meeting May 20, 2004

Appendix A

The Public Comment Summary Statements included in these Minutes are authorized by San Francisco Administrative Code Section 67.16.

These summary statements are provided by the speaker. Their contents are neither generated by, nor subject to approval or verification of accuracy by, the San Francisco Public Library Commission.

The number of members of the public who spoke anonymously at this meeting. 1

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Minutes of the Library Commission Meeting May 20, 2004

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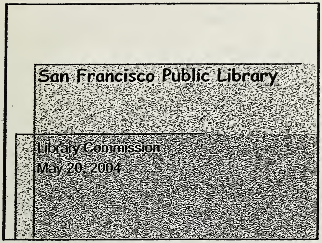
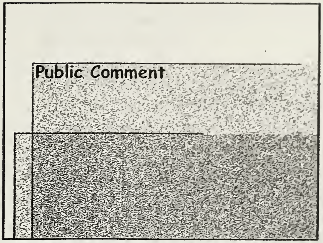
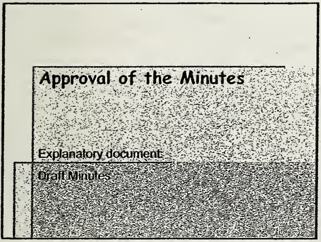


San Francisco Public Library

Library Commission
May 20, 2004

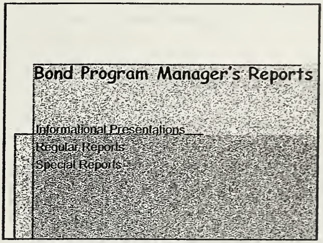


Public Comment



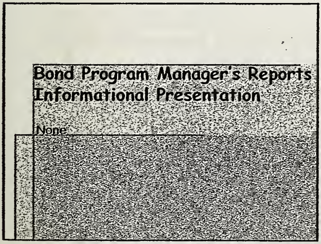
Approval of the Minutes

Explanatory document:
Draft Minutes



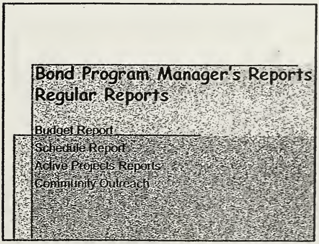
Bond Program Manager's Reports

Informational Presentations
Regular Reports
Special Reports



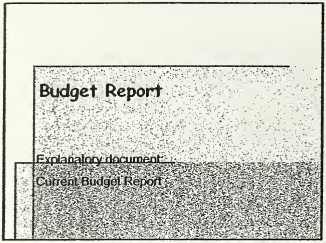
Bond Program Manager's Reports Informational Presentation

None



Bond Program Manager's Reports Regular Reports

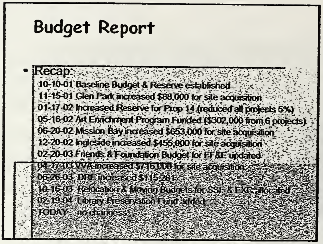
Budget Report
Schedule Report
Active Projects Reports
Community Outreach



Budget Report

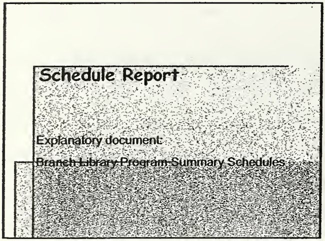
Explanatory document:

Current Budget Report



Budget Report

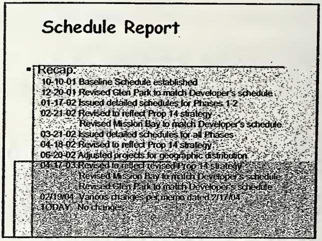
- Recap:
  10-10-01 Baseline Budget & Reserve established
  11-15-01 Glen Park increased $88,000 for site acquisition
  01-17-02 Increased Reserve for Prop 14 (reduced all projects 5%)
  05-16-02 Art Enrichment Program Funded ($302,000 from 6 projects)
  06-20-02 Mission Bay increased $653,000 for site acquisition
  12-20-02 Ingleside increased $455,000 for site acquisition
  02-20-03 Friends & Foundation Budget for FF&E updated
  04-17-03 VVA increased $716,000 for site acquisition
  06-26-03 DRE increased $115,281
  10-16-03 Relocation & Moving Budgets for SSF & EXC allocated
  02-19-04 Library Preservation Fund added
  TODAY no changes



Schedule Report

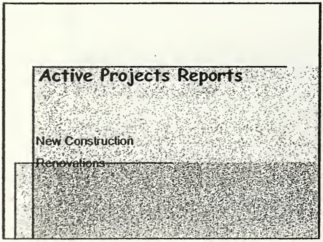
Explanatory document:

Branch Library Program Summary Schedules



Schedule Report

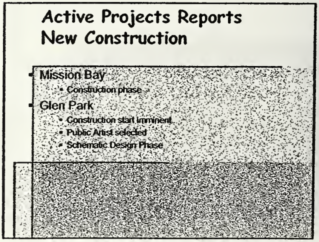
- Recap:
  10-10-01 Baseline Schedule established
  12-20-01 Revised Glen Park to match Developer's schedule
  01-17-02 Issued detailed schedules for Phases 1-2
  02-21-02 Revised to reflect Prop 14 strategy
  Revised Mission Bay to match Developer's schedule
  03-21-02 Issued detailed schedules for all Phases
  04-18-02 Revised to reflect Prop 14 strategy
  06-20-02 Adjusted projects for geographic distribution
  04-17-03 Revised to reflect revised Prop 14 strategy
  Revised Mission Bay to match Developer's schedule
  Revised Glen Park to match Developer's schedule
  02/19/04 Various changes per memo dated 2/17/04
  TODAY No changes



Active Projects Reports

New Construction

Renovations



Active Projects Reports
New Construction

- Mission Bay
  - Construction phase
- Glen Park
  - Construction start imminent
  - Public Artist selected
  - Schematic Design Phase

Active Projects Reports
New Construction

- Ingleside
  - Demolition complete
  - Planning Dept. Applications / Approvals
  - Schematic Design Phase – on hold
  - Public Art
- Portola
  - Planning Dept. Applications / Approvals
  - Schematic Design Phase – on hold
  - Public Art

Active Projects Reports
New Construction

- Visitacion Valley
  - Supermarket lease extended
  - Conceptual Design phase – on hold
- Ortega
  - Conceptual Design phase – on hold
  - Coordination with RPD & DCP

Active Projects Reports
Renovations

- Excelsior
  - Construction Phase
  - Interim Services
- West Portal
  - Construction Documents Phase
  - Permit application submitted
  - Power Pole to be moved
  - Interim Services
  - Civic Design Review
- Sunset
  - Design Development Design Phase
  - Landmark Status
  - Interim Services

Active Projects Reports
Renovations

- Noe Valley
  - Schematic Design Phase
  - Permit application submitted
- Western Addition
  - Planning & Programming Phase
  - Survey
- Marina
  - Schematic Design Phase
  - Coordination with RPD & DCP

Active Projects Reports
Renovations

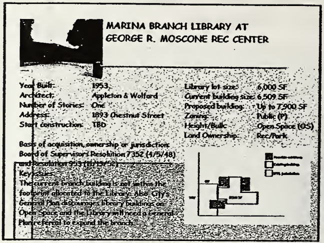
- Richmond
  - Construction Documents Phase – on hold
  - Landmarks Board Nomination
- Parkside
  - Expansion Approved – on hold
- North Beach
  - Planning & Programming Phase – on hold
  - Triangle Property
- Support Services Facility
  - Construction Phase

Community Outreach Update

- Library meetings:
  5/28 Ingleside Public Art Selection Panel
- Library attended:
  None
- Related City Boards/Commissions:
  6/3 Planning Commission (Ingleside)
- Other Outreach:
  Website
  www.sfpl.org/news/blip/improvementprogram.html
  Newsletter - issued quarterly (Winter 2004)
  Bulletin Board – Sixth Floor

Bond Program Manager's Reports Special Report

Marina Branch Update



MARINA BRANCH LIBRARY AT GEORGE R. MOSCONE REC CENTER

Year Built: 1953

Architect: Appleton & Wolfard

Number of Stories: One

Address: 1893 Chestnut Street

Start construction: TBD

Library lot size: 6,000 SF

Current building size: 6,509 SF

Proposed building: Up to 7,900 SF

Zoning: Public (P)

Height/Bulk: Open Space (OS)

Land Ownership: Rec/Park

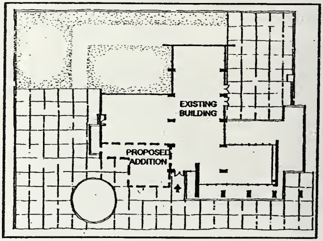
Basis of acquisition, ownership or jurisdiction: Board of Supervisors Resolution 7352 (4/5/48) and Resolution 953 (11/13/52)

Key issues:

The current branch building is not within the footprint allocated to the Library. Also City's General Plan discourages library buildings on Open Space and the Library will need a General Plan referral to expand the branch.

From the San Francisco Master Plan:

- Policy 2- Preserve existing open space.
- Policy 4- Gradually eliminate non-recreational uses in parks and playgrounds.

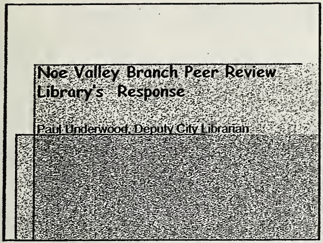


Noe Valley Branch Peer Review

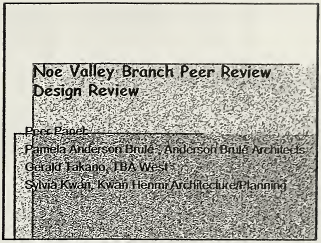
Introduction
Architect's Presentation
Library's Response
Design Review
Public Comment
Commission Discussion

Noe Valley Branch Peer Review Architect's Presentation

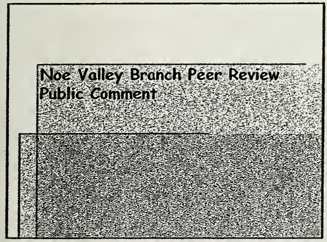
Nancy Goldenberg, Senior VP
Carey & Co. Inc. Architecture

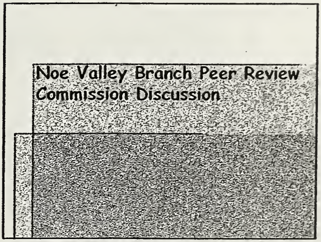

Noe Valley Branch Peer Review
Library's Response

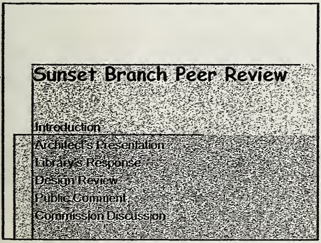
Paul Underwood, Deputy City Librarian


Noe Valley Branch Peer Review
Design Review

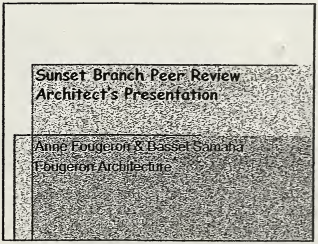
Peer Panel:
Pamela Anderson Brulé, Anderson Brulé Architects
Gerald Takano, TBA West
Sylvia Kwan, Kwan Henmi Architecture/Planning


Noe Valley Branch Peer Review
Public Comment

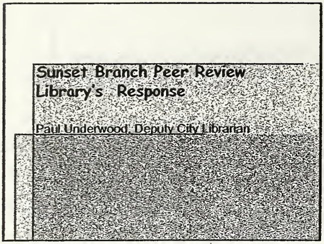

Noe Valley Branch Peer Review
Commission Discussion


Sunset Branch Peer Review

- Introduction
- Architect's Presentation
- Library's Response
- Design Review
- Public Comment
- Commission Discussion

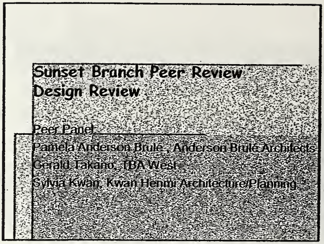

Sunset Branch Peer Review
Architect's Presentation

Anne Fougeron & Bassel Samaha
Fougeron Architecture



Sunset Branch Peer Review
Library's Response

Paul Underwood, Deputy City Librarian



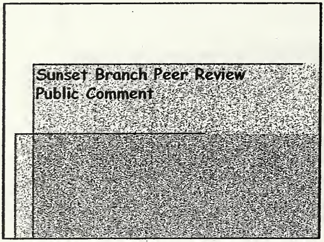
Sunset Branch Peer Review
Design Review

Peer Panel

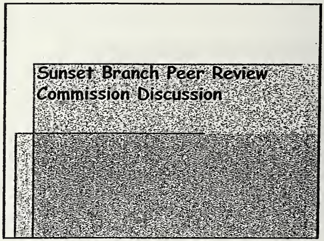
Pamela Anderson Brule , Anderson Brule Architects

Gerald Takano, TBA West

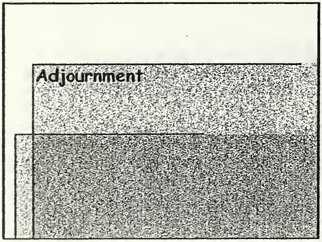
Sylvia Kwan, Kwan Henmi Architecture/Planning



Sunset Branch Peer Review
Public Comment



Sunset Branch Peer Review
Commission Discussion



Adjournment

	BUDGET		REVENUE: FUND STRATEGY			FUND STATUS		EXPENDITURES/ENCUMBRANCES	
Branch	Baseline Budget (10/01)	Approved Budget (1/04)	City Prop. A Bonds	Other Funds	Total All Sources	Appropriated	Total Available	Actual 30-Apr-04	New This Month
								B	
Site Acquisitions & New Construction									
Glen Park	4,570,000	4,681,000	4,681,000		4,581,000	4,728,250	4,728,250	298,096	7,468
Ingleside	4,570,000	4,843,000	1,943,000	2,900,000 (1)	4,843,000	2,890,000	2,890,000	2,536,453	-
Mission Bay	3,350,000	3,957,000	3,957,000		3,957,000	3,957,000	3,957,000	3,471,626	17,411
Portola	4,570,000	4,388,000	1,988,000	2,400,000 (1)	4,388,000	2,435,000	2,435,000	1,876,524	-
Visitacion Valley	5,320,000	5,828,500	5,826,500		5,825,500	2,870,000	2,870,000	2,230,056	(3,526)
Support Services	9,080,000	8,876,000	8,876,000		8,878,000	8,826,000	8,626,000	8,737,289	-
SUBTOTAL	*31,460,000*	*32,571,500*	*27,271,500*	*5,300,000*	*32,571,500*	*25,506,250*	*25,506,250*	*19,148,044*	*21,353*
Renovations									
Anza	4,740,000	4,503,000	4,503,000		4,503,000				
Bayview	3,820,000	3,629,000	3,629,000		3,829,000			18,890	
Bernal Heights	5,350,000	5,082,500	5,082,500		5,082,500			512	512
Eureka Valley	4,580,000	4,351,000	4,351,000		4,351,000			18,202	
Excelsior	3,820,000	3,849,000	3,649,000		3,549,000	3,829,000	3,629,000	2,639,428	18,508
Golden Gate Valley	5,340,000	5,073,000	5,073,000		5,073,000	50,000	50,000		
Marina	4,110,000	3,904,500	3,904,500		3,904,500	976,125	978,125	525,832	
Merced	4,200,000	3,990,000	3,990,000		3,990,000	-	-		
Noe Valley	4,410,000	4,189,500	4,189,500		4,189,500	1,047,125	1,047,125	734,785	734
North Beach	3,460,000	3,287,000	3,287,000		3,287,000	821,750	821,750	118	
Ortega	3,580,000	3,382,000	3,382,000		3,382,000	350,000	350,000	140,398	542
Park	1,310,000	1,244,500	1,244,500		1,244,500	-	-		
Parkside	2,880,000	3,236,000	3,236,000		3,236,000	2,736,000	2,738,000	89,204	
Potrero	4,230,000	4,018,500	4,018,500		4,018,500	-	-		
Presidio	1,530,000	1,453,500	1,453,500		1,453,500	353,400	353,400	115,648	
Richmond	7,830,000	7,141,500	41,500	7,100,000 (1) (2)	7,141,500	2,441,500	2,441,500	994,045	(10,859)
Sunset	1,490,000	1,415,500	1,415,500		1,415,500	1,415,500	1,415,500	247,458	54
West Portal	4,110,000	3,904,500	3,904,500		3,904,500	976,125	978,125	575,448	3,048
Western Addition	3,430,000	3,258,500	3,258,500		3,258,500	-	-	27,794	2,989
SUBTOTAL	*74,000,000*	*70,713,000*	*63,613,000*	*7,100,000*	*70,713,000*	*14,796,525*	*14,796,525*	*6,228,570*	*15,528*
Program-Wide Services & Costs									
Library Program Costs	800,000	800,000	800,000		800,000	600,000	600,000	485,912	478
Program Consultants	750,000	750,000	750,000		750,000	562,500	552,500	117,264	2,327
City Program Management	3,600,000	3,600,000	3,600,000		3,600,000	1,013,822	1,013,822	1,009,745	40,747
Real Estate Dept	120,000	235,281	235,281		235,281	235,281	235,281	235,281	0
Art Enrichment Program	0	302,000	302,000		302,000	302,000	302,000	117,398	258
Program Interim Services	0	438,400	253,542	184,858 (4)	438,400	300,000	300,000	253,542	0
Relocation & Moving Reserve	4,380,000	410,000	94,858	315,142 (4)	410,000	0	0		0
Furniture & Equipment Reserve	15,000,000	16,000,000	0	16,000,000 (3)	16,000,000	0	0		0
Bond Financing Costs	1,500,000	1,500,000	1,500,000		1,500,000	338,822	338,822	290,051	0
Program Reserve	1,875,000	7,444,819	7,444,819		7,444,819	0	0		0
SUBTOTAL	*27,805,000*	*31,480,500*	*14,980,500*	*16,500,000*	*31,480,500*	*3,352,225*	*3,352,225*	*2,509,191*	*43,818*
TOTAL	133,265,000	134,765,000	105,865,000	28,900,000	134,765,000	43,655,000	43,655,000	27,885,805	80,699

(1) Prop. 14 State Grants

(2) Earthquake Safety Program funds remaining for Branch Libraries ($2,400,000 for Richmond)

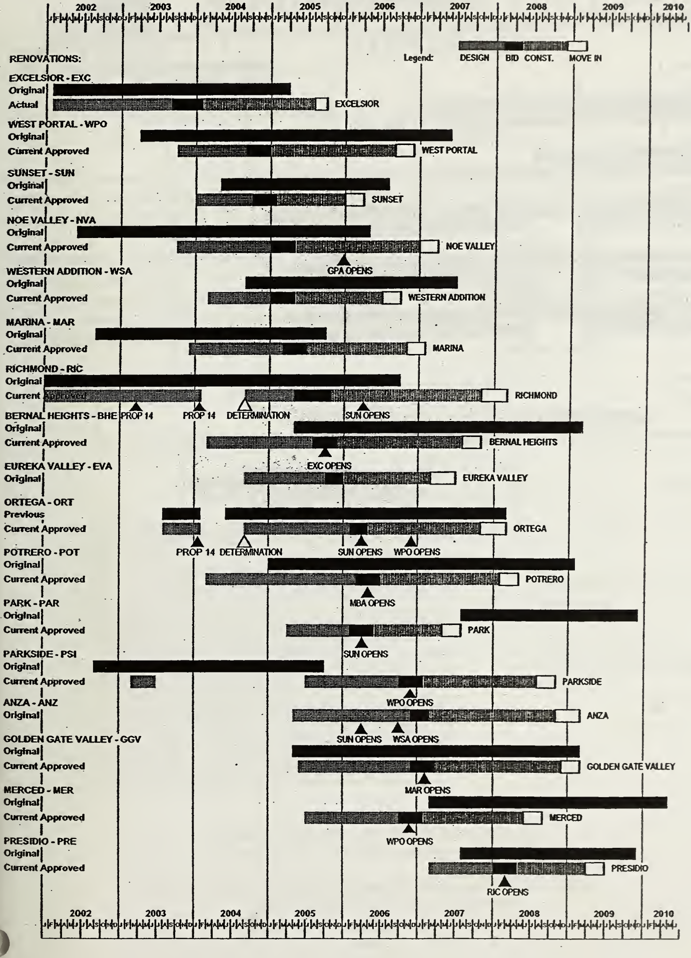
(3) Private donations from Friends & Foundation, includes Friends and Foundation fundraising expenses.

(4) Library Preservation Fund approved by Library Commission ($500,000) 1/04

Branch Library Program Summary Schedules

Monthly Bond Program Manager's Report

Approved February 19, 2004



Branch Library Program Summary Schedules

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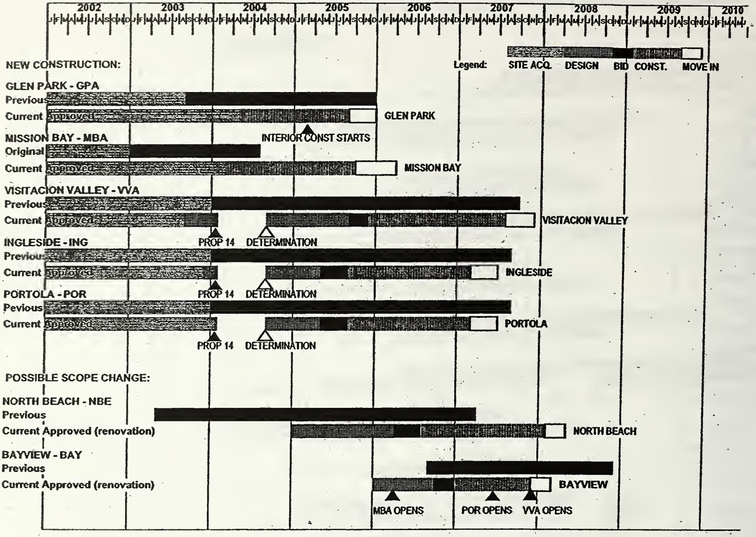


BRANCH LIBRARY
IMPROVEMENT PROGRAM

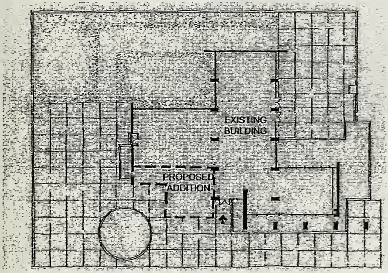
MARINA RENOVATION UPDATE

As part of the bond program overwhelmingly passed by the voters in November 2000, the San Francisco Public Library is renovating the Marina Branch Library.

At the last community meeting (April 2004), the architects and library staff discussed multiple design schemes for renovating and expanding the branch. A key discussion point was whether to site the approximately 1,000 square foot addition in the front or back of the existing building.

As part of the regular Bond Manager's Report on May 20th, there will be a brief Special Report presented to the Library Commission outlining the recommended scheme of an expansion at the front of the building (see drawing below). Because the branch library is on Recreation & Park Department land, the Library plans to present this option to the Recreation & Park Commission as well in the near future. Join us:

Library Commission Meeting
Thursday, May 20, 2004
The Main Library, 100 Larkin Street, Koret Auditorium
Meeting starts at 4:00 P.M.
(Marina update is part of item #3)



Marina Branch Library Renovation

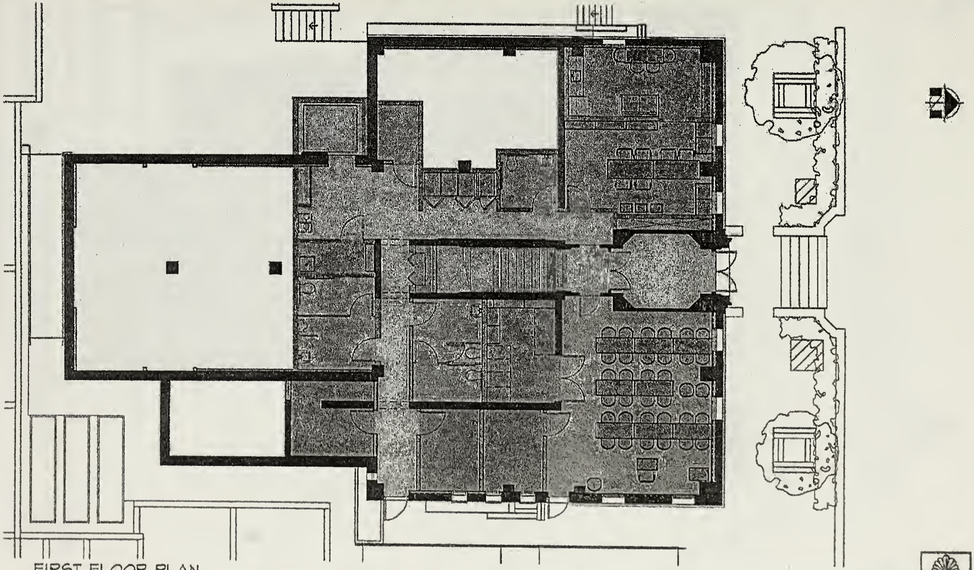
Addition in front of building, facing Chestnut Street

For more information,
call the Library's Chief of Branches at 415.557.4353
or the Office of the Bond Program Manager at 415.557.4354

For more information about the Branch Library Improvement Program,
check the Library website at www.sfpl.org

San Francisco Public Library

Schematic Design Level 1



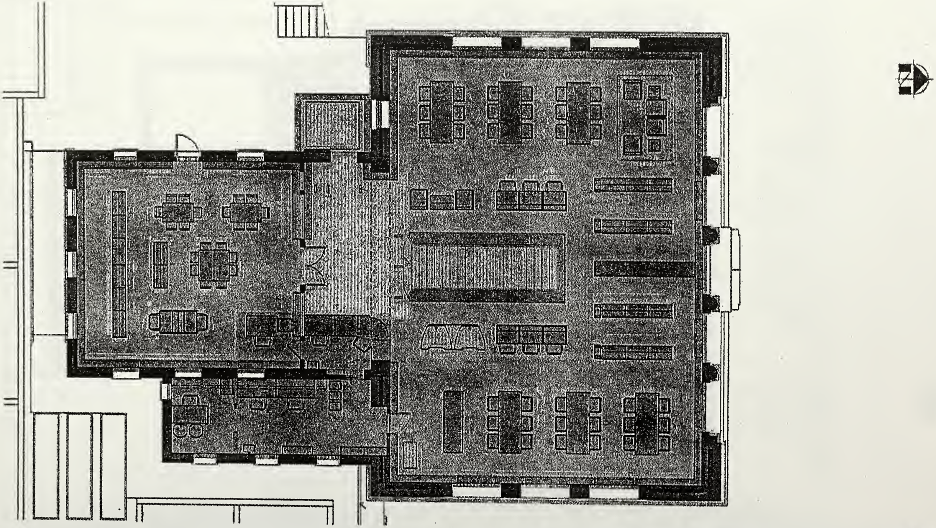
FIRST FLOOR PLAN

NOE VALLEY BRANCH LIBRARY

MAY 2004

CAREY & CO. INC.

Schematic Design Level 2



SECOND FLOOR PLAN

NOE VALLEY BRANCH LIBRARY

MAY 2004

CAREY & CO. INC.
ARCHITECTURE

BRANCH LIBRARY
IMPROVEMENT PROGRAM

City & County of San Francisco
Branch Library Improvement Program

Noe Valley/Sally Brunn Branch Library Renovation Frequently Asked Questions

Q. What are the plans for the branch?
A. The project provides for a complete renovation including seismic strengthening, accessibility improvements, energy-efficiency and technology upgrades. The historic integrity of this 1916 Carnegie landmark will be maintained and the building restored to its original grandeur. A small expansion is planned to accommodate an elevator and recoup space needed for disabled access, seismic work, and building system upgrades.

Q. What will be some of the benefits of the renovated branch?

- Seismic strengthening
- Accessible entry
- A designated Teen Area
- Renovated program room for library and community programs
- Access to deck and garden area
- Fully accessible restrooms
- Quiet adult reading area
- A safe accessible elevator
- Convenient after hours book drop
- Improved landscaping to showcase the wonderful façade
- Infrastructure to provide modern technologies and flexibility for the future
- More welcoming and flexible Children's Area
- Better lighting
- New or restored furniture
- Clearer signage
- More computers with access to the Internet and library online resources
- Restored historic features such as windows, ceilings, and woodwork
- Express checkout machines
- Comfortable seating and variety of seating choices
- Improved heating and ventilation
- More functional staff work areas both upstairs and downstairs

Q. When will the branch be closed and for how long?
A. The branch is scheduled to close for move out, abatement and construction in early 2005 and reopen early 2007 or sooner. During the renovation, library services will be [illegible]ided by increasing hours at nearby branches, holding programs at neighborhood schools and community centers, and bookmobile service.

Q. Who are the architects?
A. Carey & Co. Architecture of San Francisco.

Q. Will the amount of books and seating remain the same?
A. Because of the efficiency of the new furniture and shelving, there may be space for a small increase in materials and/or seating. New materials (books, CDs, DVDs, videos, books on tape, etc.) will be purchased during closure to keep the collection current. Also, the collection will be easier to find on new shelves in an improved layout. The small expansion will go for increased accessibility and new restrooms.

Q. What happens to the existing furniture?
A. Historic pieces may be restored, but most of the furniture will be replaced. The Library has developed interior design guidelines to help the architects and staff choose or restore appropriate furniture based on functionality, ergonomics, durability, maintenance, flexibility, sustainability, as well as the architectural period.

Q. Is the community involved in the design process?
A. Yes. A community needs assessment was conducted in fall 2003 by consultant Marilyn Smulyan, who interviewed key community stakeholders about materials, facilities, and services at the branch and analyzed a survey of 494 people. Three community meetings plus a two-day Design Workshop were held to discuss conceptual designs (March 2002, September 2002, October 2003 & May 2004).The Library Commission will hold a public Peer Review on May 20, 2004 at the Main Library where an independent architect, historic preservationist, and an interior designer publicly review the design. Then the architects will go back to the community to discuss the final plans.

Q. Where does the money come from to renovate the branch?
A. In November 2000, the voters overwhelmingly passed a bond measure for $106 million to upgrade San Francisco's branch library system. The bond's priorities are to reduce seismic risk, meet modern technological needs and current code requirements, comply with the Americans with Disabilities Act (ADA), and provide spaces that are responsive to current services, yet flexible enough to meet future needs. While the bond pays for a significant portion of the costs, it does not pay for furniture, fixtures, and equipment. The Friends of the San Francisco Public Library will raise $16 million from private donations to pay for these costs. Call 437-4859 to help with the Friends campaign.

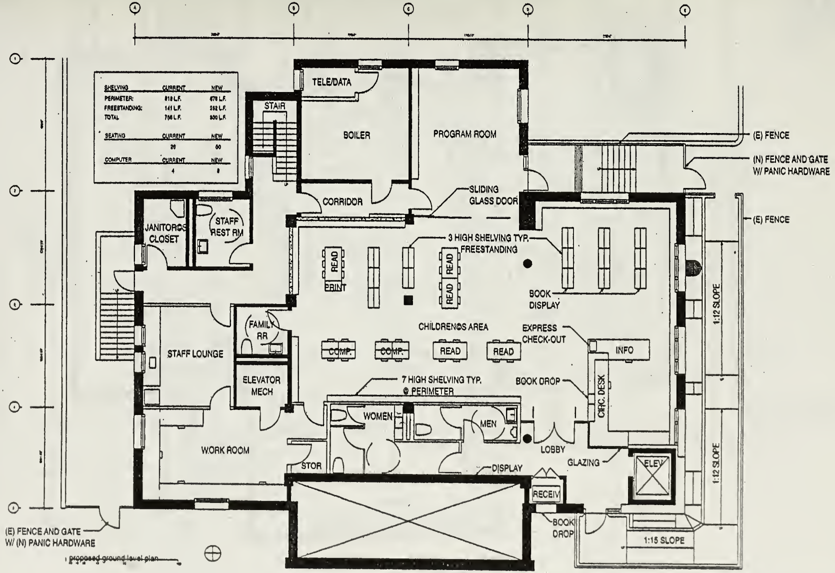
Q. How much does construction cost for the Noe Valley/Sally Brunn Branch?
A. The project has a construction budget of about $2.9 million to renovate the building, not including furniture and equipment.

Q. How do I find out more information about my branch renovation?
A. Contact the Branch Library Improvement Program at (415) 557-4354, check www.sfpl.org, or email BLIP@sfpl.org.

5/13/04

PROPOSED FLOOR PLAN - GROUND LEVEL

SFPL SUNSET BRANCH LIBRARY


TELE/DATA
STAIR
BOILER
PROGRAM ROOM
(E) FENCE
(N) FENCE AND GATE W/ PANIC HARDWARE
SLIDING GLASS DOOR
CORRIDOR
(E) FENCE
JANITOR'S CLOSET
STAFF REST RM
3 HIGH SHELVING TYP. FREESTANDING
READ
PRINT
READ
READ
BOOK DISPLAY
1:12 SLOPE
FAMILY RR
STAFF LOUNGE
CHILDREN'S AREA
EXPRESS CHECK-OUT
COMP.
COMP.
READ
READ
INFO
ELEVATOR MECH
7 HIGH SHELVING TYP. @ PERIMETER
BOOK DROP
CIRC. DESK
WOMEN
MEN
WORK ROOM
LOBBY
STOR
DISPLAY
GLAZING
ELEV
1:12 SLOPE
RECEIV
BOOK DROP
1:15 SLOPE
(E) FENCE AND GATE W/ (N) PANIC HARDWARE
proposed ground level plan

SHELVING	CURRENT	NEW
PERIMETER:	618 L.F.	678 L.F.
FREESTANDING:	141 L.F.	252 L.F.
TOTAL	759 L.F.	930 L.F.

SEATING	CURRENT	NEW
	20	60

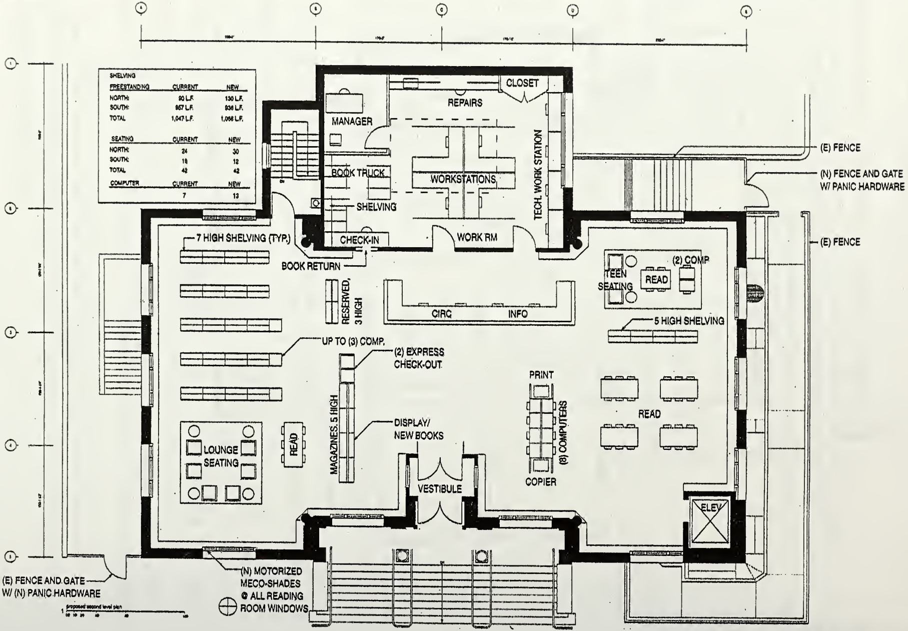
COMPUTER	CURRENT	NEW
	4	8

FOUGERON ARCHITECTURE

5-20-04

PROPOSED FLOOR PLAN - SECOND LEVEL

SFPL SUNSET BRANCH LIBRARY



CLOSET
REPAIRS
MANAGER
BOOK TRUCK
WORKSTATIONS
TECH. WORK STATION
SHELVING
CHECK-IN
WORK RM
(E) FENCE
(N) FENCE AND GATE W/ PANIC HARDWARE
(E) FENCE
7 HIGH SHELVING (TYP.)
BOOK RETURN
RESERVED, 3 HIGH
CIRC
INFO
TEEN SEATING
READ
(2) COMP
5 HIGH SHELVING
UP TO (3) COMP.
(2) EXPRESS CHECK-OUT
PRINT
READ
MAGAZINES, 5 HIGH
DISPLAY/ NEW BOOKS
(8) COMPUTERS
LOUNGE SEATING
READ
VESTIBULE
COPIER
ELEV
(E) FENCE AND GATE W/ (N) PANIC HARDWARE
(N) MOTORIZED MECO-SHADES @ ALL READING ROOM WINDOWS
proposed second level plan

SHELVING

FREESTANDING	CURRENT	NEW
NORTH:	90 L.F.	130 L.F.
SOUTH:	957 L.F.	936 L.F.
TOTAL	1,047 L.F.	1,066 L.F.

SEATING	CURRENT	NEW
NORTH:	24	30
SOUTH:	18	12
TOTAL	42	42

COMPUTER	CURRENT	NEW
	7	13

FOUGERON ARCHITECTURE

RANCH LIBRARY
PROVEMENT PROGRAM

City & County of San Francisco
Branch Library Improvement Program

Sunset Branch Library Renovation
Frequently Asked Questions

Q. What are the plans for the branch?
A. The Sunset Branch Library is an historic two-level Carnegie library built in 1918. In 1992, it was seismically upgraded and brought into disabled access compliance. Current plans are to remodel the interior of the facility while preserving its historic character.

Q. What will be some of the benefits of the renovated branch?

- New after hours book drop at street level
- More fully accessible public restrooms
- Dedicated space downstairs for after school homework, story time, and other library and community programs
- Designated Teen Area
- More comfortable seating and a variety of seating choices
- Reconfigured, more welcoming Children's Room
- More computers
- New self-check machines
- Improved lighting, heating and ventilation
- More functional staff work areas both upstairs and downstairs

Q. When will the branch be closed and for how long?
A. The branch is scheduled to close for move out, abatement and construction in late 2004 and reopen early 2006 or sooner. During the renovation, library services will be provided by increasing hours at nearby branches, holding programs at neighborhood schools and community centers, and bookmobile service.

Q. Who are the architects?
A. Fougeron Architecture of San Francisco

Q. Is the building an historic Landmark?
A. The building has been nominated and recommended to Landmark status by the Landmarks Preservation Advisory Board (LPAB). Planning Commission and Board of Supervisors are expected to approve its Landmark status sometime before or during construction. Plans must conform to the Secretary of the Interior's Standards for [illegible]abilitation & Guidelines for Rehabilitating Historic Buildings. The LPAB nomination contains vital information about significant features to retain.

Q. Will the amount of books increase?
A. The branch has a collection size of approximately 55,000 items, including 5,600 Chinese language items and small Russian and Vietnamese collections. After the interior renovation, the collection (books, CDs, DVDs, videos, books on tape, etc.) size will remain substantially the same. New materials will be purchased during closure to keep the collection current. Also, materials will be easier to find on new shelves in an improved layout. The size of the building is not increasing.

Q. What happens to the existing furniture?
A. The furniture will be replaced. The original historic perimeter shelving and trims will be restored and rebuilt where previously removed, if possible. The Library has developed interior design guidelines to help architects and staff choose appropriate furniture based on functionality, ergonomics, durability, maintenance, flexibility, sustainability, as well as the architectural period.

Q. Is the community involved in the design process?
A. Yes. A survey was conducted in September/October 2003, where 846 people gave their opinion about materials, facilities, and services at the branch. Two community meetings took place at the branch to discuss conceptual designs (February 2004 and April 2004). The Library Commission will hold a public Peer Review on May 20, 2004 at the Main Library where an independent architect, historic preservationist, and an interior designer publicly review the design. Then the architects will go back to the community to discuss the final plans.

Q. Where does the money come from to renovate the branch?
A. In November 2000, the voters overwhelmingly passed a bond measure for $106 million to upgrade San Francisco's branch library system. The bond's priorities are to reduce seismic risk, meet modern technological needs and current code requirements, comply with the Americans with Disabilities Act (ADA), and provide spaces that are responsive to current services, yet flexible enough to meet future needs. Even though some modifications were made in the early 90's, the building needs system upgrades and an internal remodel. In addition, while the bond pays for a significant portion of the costs, it does not pay for furniture, fixtures, and equipment. The Friends of the San Francisco Public Library will raise $16 million from private donations to pay for these costs. Call (415) 437-4859 to help with the Friends campaign.

Q. How much does construction cost for the Sunset Branch?
A. The project has a construction budget of about $990,000 to renovate the building, not including furniture and equipment.

Q. How do I find out more information about my branch renovation?
A. Contact the Branch Library Improvement Program at (415) 557-4354, check www.sfpl.org, or email BLIP@sfpl.org.

4/26/04

San Francisco Public Library Commission
100 Larkin Street, San Francisco, CA 94102-4733
Phone 415.557.4233, Fax 415.557.4240

DOCUMENTS DEPT.
MAY 28 2004
SAN FRANCISCO
PUBLIC LIBRARY

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/3/04

avin Newsom
Mayor

harles A. Higueras, A.I.A.
resident

arol Steiman
ice President

elen Marte Bautista
onnie K. Chin
teven A. Coulter
ran A. Streets
eborah Strobin
issioners

usan Hildreth
ity Librarian

ichael Housh
ommission Secretary

NOTICE OF MEETING

A regular meeting of the San Francisco Public Library Commission will be held as follows:

DATE: Thursday, June 3, 2004
TIME: 4:00 PM
PLACE: Koret Auditorium, Main Library, lower level

The meeting will be called to order.

1. PUBLIC COMMENT

(This item is to allow members of the public to comment generally on matters within the Commission's purview as well as to suggest new agenda items for the Library Commission's consideration.)

2. APPROVAL OF THE MINUTES ACTION

Presentation of, discussion of, and possible action to approve revised minutes for the regular Commission meeting of April 1, 2004.
Explanatory document: draft Minutes

3. APPROVAL OF THE MINUTES ACTION

Presentation of, discussion of, and possible action to approve the Minutes of the regular Commission meeting of May 6, 2004.
Explanatory document: draft Minutes

4. CITY LIBRARIAN'S REPORT by City Librarian Susan Hildreth DISCUSSION

(This item is to allow the City Librarian to report on recent Library activities and make announcements)
The City Librarian will report on the following subjects: the Library 125th Anniversary; a Prop. E (Library Preservation Fund 1994) lawsuit; status of the Branch Library Improvement Program Advisory Committee; the Friends of the Library lease; a BALIS Advisory Board vacancy; the Mission Branch lobby reconfiguration; Chinatown Branch carpeting; and exhibits and programs.

5. LIBRARY 2004/05 BUDGET REPORT DISCUSSION

Presentation of, discussion of an update report on the Library's proposed 2004/05 Budget.

6. PRIVACY POLICY ACTION

Presentation of, discussion of, and possible action to approve a Library Privacy Policy to safeguard the privacy of all library users and preserve confidentiality of information sought or received, and materials consulted, borrowed, or received.
Explanatory document: revised draft Privacy Policy

SAN FRANCISCO PUBLIC LIBRARY COMMISSION - Accessible Meetings Policy

To ensure the participation of the disabled public in all Commission public meetings, the following items concerning accessibility will be available:

Sign Language interpreters or note takers will be available upon request. Please contact Services for the Deaf and Hearing Impaired at 415/557-4433 (TDD) or 415/557-4434 (Voice) at least 48 hours prior to the meeting. Late requests will be honored if possible.

A sound enhancement system will be available upon request at the meetings. Please contact Services for the Deaf and Hearing Impaired at 415/557-4433 (TDD) or 415/557-4434 (Voice) at least 48 hours prior to the meeting. late requests will be honored if possible.

A person who is deaf or hearing impaired may gain meeting information prior to the meeting by calling 415/557-4433 (TDD) or 415/557-4434 (Voice). In addition, the California Relay Service can be used by individuals with hearing and speech impairments by calling 1-800/735-2929 (TDD) or 1-800/735-2992 (Voice).

Minutes of the meetings are available in alternative formats. If you require the use of a reader during the meeting, please contact the Library for the Blind and Print Handicapped at 415/557-4253 at least 48 hours in advance of the need.

Individuals with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities should call the accessibility hotline at 415/554-8925 to discuss meeting accessibility. In order to assist San Francisco's efforts to accommodate such people, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City to accommodate these individuals.

Library Commission meetings will be held at the Main Library, 100 Larkin Street at Grove, Lower Level, Koret Auditorium, except when otherwise noticed. The Commission meeting room is wheelchair accessible. The closest accessible BART station is Civic Center. The accessible MUNI line serving this location is the #19 Polk. For information about Muni's accessible service, please call 415/923-6142.

There is accessible parking available at 355 McAllister, Civic Center Plaza Garage. Call 415/863-1537.

Accessible seating for persons with disabilities (including those using wheelchairs) will be available at meetings.

The ringing of and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at this meeting. Please be advised that the Chair may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager, or other similar sound producing electronic devices.

Know Your Rights Under The Sunshine Ordinance

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review.

For more information on your rights under the Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code) or to report a violation of the ordinance, contact Donna Hall, Administrator, the Sunshine Ordinance Task Force, City Hall, Room 409 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102-4689 or at 415/554-7724 ph. 415/554-5163 FAX and website at Donna_Hall@sfgov.org. Copies of the Sunshine Ordinance can be obtained from the Clerk of the Sunshine Task Force, the San Francisco Public Library and on the City's website at www.sfgov.org/Sunshine

San Francisco Lobbyist Ordinance

Attention: Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance [SF Campaign & Governmental Conduct code sec. 2.100] to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the Ethics Commission at 30 Van Ness Avenue, Suite 3900, San Francisco, CA 94102, telephone (415) 581-2300, fax (415) 581-2317 and web site: sfgov.org/ethics.

Michael Housh, Commission Secretary 9/11/03

7. RESOLUTION HONORING DR. KEVIN STARR ACTION

Presentation and discussion of and possible action to approve a resolution to commend and honor Dr. Kevin Starr, recently retired California State Librarian and former San Francisco City Librarian for his decades of leadership and service on behalf of California's public libraries.

Explanatory document: draft resolution

8. BALIS UPDATE REPORT DISCUSSION

Presentation of and discussion of an update report by Library BALIS (Bay Area Library and Information System) Advisory Board Representative Deborah Doyle.

9. CITY LIBRARIAN SEARCH PROCESS ACTION

Presentation and discussion of a process to identify and select candidates for the position of City Librarian and possible action to authorize the Library's Director of Human Resources to select a professional executive search firm using one of three firms pre-qualified for use by City Departments to conduct the search process for the position of City Librarian.

10. FRIENDS OF THE LIBRARY REPORT DISCUSSION

(This item is to allow the Friends of the San Francisco Public Library to inform the Commission of their current and proposed activities.)

11. LABOR UNION REPORT

(This item is to allow members of library labor organizations to report on employee matters within the Commission's purview as well as to suggest new agenda items for the Library Commission's consideration.)

12. NEW BUSINESS

(This item is to allow Commissioners to introduce new agenda items for consideration.)

13. ADJOURNMENT (requires motion and public comment) ACTION

revs'd. 5/28/04 - M. Housh, Commission Secretary

Explanatory documents: Copies of listed explanatory documents are available as follows: (1) from the Commission Secretary/Custodian of Records, Main Library, 6th Floor, (2) in the rear of the Koret Auditorium immediately before and during the meeting, and (3)to the extent possible, on the Library's website at http://sfpl.org/.

Additional materials not listed as explanatory documents on this agenda, if any, that are distributed to the Library Commissioners prior to or during the meeting in connection with any agenda item will be available to the public for inspection and copying in accordance with Government Code Section 54954.1 and Sunshine Ordinance §§ 67.9, 67.28(b)& 67.28(d).

San Francisco Public Library Commission Policy Manual

Privacy Policy **Policy #207**
Section: Library Services
Adopted:

Policy Statement:

To better protect library user privacy, the San Francisco Public Library provides this policy explaining library practices and the choices library users can make about the way personal information is collected and used. The Library champions the protection of personal privacy. Protecting library user privacy and confidentiality related to information and materials sought and received is an integral principle of the San Francisco Public Library.

General

1. To make this policy easy to find, the Library makes it available on the Library's Web site and at every point where personally identifiable information may be requested.
2. Protection of confidentiality extends to information sought or received, and materials consulted, borrowed, and received.
3. Protection of confidentiality includes database search records, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities or services[1].
4. The Library does not collect personal information about a library user when a user visits the Library's Web site, registers for a program, or registers for a library card unless the user authorizes the Library to have that information.
5. Any information the library user chooses to provide will be used only to provide or improve library services.
6. The Library protects library user account information by placing it on a secure server.

Library Cards and Circulation Records

7. To receive a library card, library users are required to provide identifying information such as name, birth date and mailing address. This identifying

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[1] Library records are protected under *California Government Code, Title 1, Division 7, Chapter 3.5, Section 6267.*

information is retained as long as the library user continues to use the library card.

8. A library user's library record includes current information, items currently checked out or on hold, as well as overdue materials and fines.
9. The Library does not maintain a history of what a library user has previously checked out once books and materials have been returned on time.
10. When fines accrue on a user's account, the Library does maintain records of items that have been borrowed but returned after the due date, or are still outstanding on the user's record. When overdue materials are returned and all associated fines are paid, the information associated with the library card number is deleted.

Radio Frequency Identification (RFID)

11. The only information stored on the RFID chip/tag will be limited to the item barcode or an encrypted number, as well as a security bit that indicates if the item is in or out of the library.
12. RFID technology will not be used for library cards that use RFID which stores personal information about the user.
13. All local, state and/or federal legislation relating to RFID and library usage will be fully complied with at San Francisco Public Library.

Computers

14. The Library uses an online computer reservation program that allows the public to reserve a computer in order to access the Library's catalog, the Internet and other resources. The Library's computer search stations are programmed to delete the history of a library user's Internet session and all searches once an individual session is completed. Booking history is deleted every day.
15. Searching by the barcode of library books and other materials is not available to the public.
16. The Library's computer system offers library user self-activated features, using *View Your Record*, including email notification of new library materials which contain library user saved search terms. Information gathered and stored using this feature is only accessible to the library user. There is no administrative interface to this information for library staff and, therefore, it is not retrievable by anyone other than the user. The user has the option to delete their search history at any time.
17. Any future enhancements to the Library's online system that may impact user confidentiality will not be activated by the Library.

Email and Web Forms

18. Information provided by a library user via email or Web forms will be used only for purposes described at the point of collection (for example on a Web form), such as to send information or provide library services to the library user, update information on the library user's record, or respond to a library user's questions or comments.
19. If contact information is provided, the Library may contact the library user to clarify a comment or question, or to learn about the level of customer satisfaction with library services.
20. The Library treats reference questions, regardless of format of transmission (in person, via telephone, fax, email or online) confidentially. Personal identifying information related to these questions is purged on an ongoing basis.
21. Email is not necessarily secure against interception and may be subject to disclosure requirements of the Public Records Act or other legal disclosure requirements.

Information Automatically Collected and Stored

22. As library users browse through the Library's Web site, read pages, or download information, certain information will be automatically gathered and stored about the visit, *but not about the library user.* The information does not personally identify any individual.
23. The Library automatically collects and stores only the following information about a visit, for statistical purposes:
    - The Internet domain and IP address from which access to the Web site is gained;
    - The type of browser and operating system used to access the Library's site;
    - The date and time of access to the Library's site;
    - The pages visited; and
    - The address of the Web site from which the initial visit to www.sfpl.org was launched, if any, as well as the address from which a visitor exits.
24. The Library uses this information to help the Library make the site more useful to visitors and to learn about the number of visitors to the site and the types of technology visitors use. The data that is collected is not connected to any personal information or identity.
25. The Library does not collect information about who library users are, and encourages library users to become familiar with privacy policies of the ISP that the user subscribes to and other sites visited.

Links to Other Sites

26. The Library's Web site contains links to other sites. The San Francisco Public Library is not responsible for the privacy practices of other sites, including providers of online database services for which the Library subscribes, which may be different from the privacy practices described in this policy. The Library encourages library users to become familiar with privacy policies of other sites visited, including linked sites.

Network Security

27. For Web site security purposes and to ensure that the service remains available to all library users, the San Francisco Public Library uses software programs that monitor network traffic to identify unauthorized attempts to upload or change information or otherwise cause damage. Anyone using the Library's Web site expressly consents to such monitoring. Except for the above purposes, no other attempts are made to identify library users or their usage habits[2].

Working with Law Enforcement

28. Library records will not be made available to any agency of the state, federal or local government except pursuant to such process, order or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.

Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act (USA PATRIOT ACT)

29. Sections 214-216 of this Act gives law enforcement agencies expanded authority to obtain library records, secretly monitor electronic communications and prohibits libraries and librarians from informing library users of monitoring or information requests.
30. The Library Commission and the San Francisco Board of Supervisors have formally opposed the Act, including Sections 214-216, in two separate resolutions. (appendices E and F)
31. On March 2, 2004, San Francisco voters codified the City's resistance to the federal USA PATRIOT Act with their approval of Proposition E. The charter amendment requires that any request for library, health or other personal records be routed through the Board of Supervisors instead of through City

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[2] . Unauthorized attempts to upload information or change information are strictly prohibited and may be punishable under the Computer Fraud and Abuse Act of 1986 and 18 U.S.C. Section 1001 and 1030.

department heads. The supervisors will then decide whether the request is constitutional and whether to respond to it.

Appendices:

A. *Code of Ethics*, American Library Association
B. *Privacy Statement*, American Library Association
C. *Privacy Report*, American Library Association, Library Information and Technology Association, Task Force On Privacy and Confidentiality in the Electronic Environment
D. *Privacy: An Interpretation of the Library Bill of Rights*, American Library Association
E. Resolution, Board of Supervisors
F. Resolution of the San Francisco Public Library Commission Protecting Library Users Rights to Privacy and Confidentiality, Library Commission

AMERICAN LIBRARY ASSOCIATION CODE OF ETHICS

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.

II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.

III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

IV. We recognize and respect intellectual property rights.

V. We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.

VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.

VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted by the ALA Council
June 28, 1995

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June 28, 1995

AMERICAN LIBRARY ASSOCIATION

Position Statement on the Confidentiality of Library Records

The members of the American Library Association,* recognizing the right to privacy of library users, believe that records held in libraries which connect specific individuals with specific resources, programs or services, are confidential and not to be used for purposes other than routine record keeping: i.e., to maintain access to resources, to assure that resources are available to users who need them, to arrange facilities, to provide resources for the comfort and safety of patrons, or to accomplish the purposes of the program or service. The library community recognizes that children and youth have the same rights to privacy as adults.

Libraries whose record keeping systems reveal the names of users would be in violation of the confidentiality of library record laws adopted in many states. School library media specialists are advised to seek the advice of counsel if in doubt about whether their record keeping systems violate the specific laws in their states. Efforts must be made within the reasonable constraints of budgets and school management procedures to eliminate such records as soon as reasonably possible.

With or without specific legislation, school library media specialists are urged to respect the rights of children and youth by adhering to the tenets expressed in the Confidentiality of Library Records Interpretation of the Library Bill of Rights and the ALA Code of Ethics.

*ALA Policy 52.4 (see below), 54.16

ALA Policy 52.4 Confidentiality of Library Records

The ethical responsibilities of librarians, as well as statues in most states and the District of Columbia, protect the privacy of library users. Confidentiality extends to "information sought or received, and materials consulted, borrowed, acquired," and includes database search records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, or services.

The American Library Association recognizes that law enforcement agencies and officers may occasionally believe that library records contain information which may be helpful to the investigation of criminal activity. If there is a reasonable basis to believe such records are necessary to the progress of an investigation or prosecution, the American judicial system provides mechanism for seeking release of such confidential records: the issuance of a court order, following a showing of good cause based on specific facts, by a court of competent jurisdiction.

The American Library Association strongly recommends that the responsible officers in each library, cooperative system, and consortium in the United States:

1. Formally adopt a policy which specifically recognizes its circulation records and other records identifying the names of library users with specific materials to be confidential.
2. Advise all librarians and library employees that such records shall not be made available to any agency of state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.
3. Resist the issuance or enforcement of such process, order, or subpoena until such time as a proper showing of good cause has been made in a court of competent jurisdiction.

(Revised July 1999)

The American Library Association's
Task Force on Privacy and Confidentiality in the Electronic Environment

Final Report, 7 July 2000

At the American Library Association Conference in New Orleans in 1999, ALA Council resolved that the Library and Information Technology Association be asked to examine the impact of new technologies on patron privacy and the confidentiality of electronic records. The Taskforce on Privacy and Confidentiality in the Electronic Environment was formed at the ALA Midwinter Conference with broad participation from across ALA.

The Task Force decided to focus on identifying the applicable technologies, describing these and their possible impacts. The group did not see policy development as part of the charge. Because the Association has always taken a strong stand on patron privacy, and considering that there are already a number of privacy policy statements promulgated by the Association, the Task Force believes that reaffirmation, reinforcement, and repetition of previous stands may be adequate. Additional information and policy dissemination efforts may help to communicate the Association's concerns more broadly.

FINDINGS

The report identifies the following areas where technology is having a particular impact on patron privacy and confidentiality.

Law and Legislation

In most states, the law protects the confidentiality of library records to some degree. Generally, these laws protect circulation and registration records containing personal names. Many also protect information on the "use of library materials." Not all state laws are written in such a way that we can assume that they protect the privacy of patrons using online resources.

Library Systems

Libraries need to be concerned about computer system security as part of their commitment to patron privacy. This means that libraries must be able to protect user records, both electronic and paper, from unauthorized access. User records have also expanded beyond the standard lists of library cardholders and circulation records as libraries begin to use electronic communication methods such as electronic mail for reference services, and as they provide access to computer, web and printing use.

Library systems must be able to authenticate users while keeping user activities confidential. Some institutions require a user logon for all computer access, potentially creating a record of all online activity, even catalog browsing. Libraries that provide materials over web sites controlled by the library must determine the appropriate use of any data describing user activity logged or gathered by the Web server software.

Internet Access in Libraries

This is an area of great concern because libraries have limited influence over the privacy practices of World Wide Web sites on the public access Internet. The threats to patron privacy take many forms, including:

> User tracking by remote sites
> This is ameliorated by the fact the library computer connections are usually shared by many patrons so that it is unlikely that specific individuals will be identified. However, data is being gathered and patrons need to be aware of that.
>
> Users giving out personal information online
> Users may voluntarily reveal personal information to take advantage of personalization features of web sites, to subscribe to services, to participate in interactive communications, and to purchase items online.
>
> Logs or caches of user activity, in online form or as backups
> Unless steps are taken by the library, subsequent users at a library computer may be able to see some traces of activity of previous users.
>
> Screen view privacy
> Patrons have a reasonable right to access information privately while in the library. Computer screens may be readily visible to other patrons.

Libraries should inform patrons of the potential for loss of privacy with Internet use and encourage safe Internet use practices.

Library Support for Patron Privacy

While libraries have historically supported patron privacy, substantial anecdotal evidence suggests that our user community is not aware of this strong stance. And as libraries have moved into the internet world, providing extensive access to quality internet access through the library's website or portal, few libraries have adopted the practice of communicating with its users through a link to the library's policies on privacy from its web pages.

Access to Remote Resources Provided by Library

Libraries increasingly contract for information resources that are stored remotely and are under the control of a vendor. Care must be taken to include patron privacy measures in the license between the library and the vendor. Vendors may be reluctant to forego the gathering of marketing and usage data, but libraries may need to insist on patron privacy measures.

New features are being developed that allow users to personalize their use of remote information, to e-mail retrieved items to themselves, or to purchase items like article reprints. These features necessarily link the activity to the individual user, and create a record of the use. Great care must be taken to provide confidentiality in this environment

where the library has the ability to do so, or care must be taken to inform users of privacy implications of such use where the library does not have the necessary control.

Library Employee Privacy

In addition to its obligation to its users, libraries must be aware of employee privacy as well. Monitoring of employee activities for "quality control" may be an invasion of employee privacy if it is not made known as a policy. As employees begin to use online communication to interact with patrons, the patron's privacy is also at risk. The policies and practices of parent institutions may also come into play. The best course here is for libraries and their parent institutions to have a written policy that says what privacy the employee and patrons can realistically expect.

CONCLUSIONS

The effort to protect patron privacy should be clearly supported by ALA policy. Access to Electronic Information, Services, and Networks: An Interpretation of the *Library Bill of Rights* contains strong statements on the end goals of confidential use of library information resources and intellectual freedom in the current environment. ALA policy statements on the confidentiality of library records focus on circulation data. ALA may wish to revise these statements to include a wider range of data. Of particular concern is the pervasive gathering of "marketing information" or tracking online usage by third parties.

Libraries have some influence over the technical products and services that are marketed primarily to libraries (library automation systems, some content vendors focused on libraries). Carefully written license agreements and contracts are important tools in insuring that patron privacy is protected by the products and services we buy.

Libraries should take a proactive role in communicating their privacy commitment to their user communities through policy statements on library websites as well as through other traditional communication channels.

Libraries must be especially diligent in all areas where they use and control technology-based information systems. Because libraries have stronger user privacy concerns than many other institutions, our needs will often not be met by software as it is configured "out of the box."

Libraries have an important role in educating the public about privacy, especially where the libraries provide access to technology. Public education and library policies can empower users even in the open access Internet. ALA should consider creating model privacy policies, instructional materials, and privacy "best practices" documents for libraries.

Librarians, as individuals and through their library associations, can influence public policy on privacy. State laws on the confidentiality of library records may need to be extended to cover new technologies, or revised to be technology neutral. Librarians can participate in the creation of standards and new technologies that take privacy

considerations into account. Librarians can advocate the importance of privacy through standards bodies and ad hoc groups that allow public participation and comment.

RECOMMENDATIONS

In reviewing the conclusions of the Task Force Study, three recommendations emerge which we submit for ALA Council review and possible action. These are:

1. That ALA revise its policy statements related to Confidentiality of Library Records (rev. 1986) and Concerning Confidentiality of Personally Identifiable Information About Library Users (1991) in order to specifically and appropriately incorporate internet privacy.

2. That ALA develop model privacy policies, instructional materials, and privacy "best practices" documents for libraries.

3. That ALA urge that all libraries adopt a privacy statement on web pages and post privacy policies in the library which cover the issues of privacy in internet use as accessed through the library's services.

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948.
Amended February 2, 1961, and January 23, 1980,
inclusion of "age" reaffirmed January 23, 1996,
by the ALA Council.

ALA American Library Association

Privacy:

An Interpretation of the Library Bill of Rights

Introduction

Privacy is essential to the exercise of free speech, free thought, and free association. The courts have established a **First Amendment** right to receive information in a publicly funded library.[1] Further, the courts have upheld the right to privacy based on the Bill of Rights of the U.S. Constitution.[2] Many states provide guarantees of privacy in their constitutions and statute law.[3] Numerous decisions in case law have defined and extended rights to privacy.[4]

In a library (physical or virtual), the right to privacy is the right to open inquiry without having the subject of one's interest examined or scrutinized by others. Confidentiality exists when a library is in possession of personally identifiable information about users and keeps that information private on their behalf.[5]

Protecting user privacy and confidentiality has long been an integral part of the mission of libraries. The ALA has affirmed a right to privacy since 1939.[6] Existing ALA policies affirm that confidentiality is crucial to freedom of inquiry.[7] Rights to privacy and confidentiality also are implicit in the ***Library Bill of Rights***'[8] guarantee of free access to library resources for all users.

Rights of Library Users

The *Library Bill of Rights* affirms the ethical imperative to provide unrestricted access to information and to guard against impediments to open inquiry. Article IV states: "Libraries should cooperate with all persons and groups concerned with resisting abridgement of free expression and free access to ideas." When users recognize or fear that their privacy or confidentiality is compromised, true freedom of inquiry no longer exists.

In all areas of librarianship, best practice leaves the user in control of as many choices as possible. These include decisions about the selection of, access to, and use of information. Lack of privacy and confidentiality has a chilling effect on users' choices. All users have a right to be free from any unreasonable intrusion into or surveillance of their lawful library use.

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Rights of Library Users

The *Library Bill of Rights* affirms the ethical imperative to provide unrestricted access to information and to guard against impediments to open inquiry. Article IV states: "Libraries should cooperate with all persons and groups concerned with resisting abridgement of free expression and free access to ideas." When users recognize or fear that their privacy or confidentiality is compromised, true freedom of inquiry no longer exists.

In all areas of librarianship, best practice leaves the user in control of as many choices as possible. These include decisions about the selection of, access to, and use of information. Lack of privacy and confidentiality has a chilling effect on users' choices. All users have a right to be free from any unreasonable intrusion into or surveillance of their lawful library use.

Users have the right to be informed what policies and procedures govern the amount and retention of personally identifiable information, why that information is necessary for the library, and what the user can do to maintain his or her privacy. Library users expect and in many places have a legal right to have their information protected and kept private and confidential by anyone with direct or indirect access to that information. In addition, Article V of the *Library Bill of Rights* states: "A person's right to use a library should not be denied or abridged because of origin, age, background, or views." This article precludes the use of profiling as a basis for any breach of privacy rights. Users have the right to use a library without any abridgement of privacy that may result from equating the subject of their inquiry with behavior.[9]

Responsibilities in Libraries

The library profession has a long-standing commitment to an ethic of facilitating, not monitoring, access to information. This commitment is implemented locally through development, adoption, and adherence to privacy policies that are consistent with applicable federal, state, and local law. Everyone (paid or unpaid) who provides governance, administration, or service in libraries has a responsibility to maintain an environment respectful and protective of the privacy of all users. Users have the responsibility to respect each others' privacy.

For administrative purposes, librarians may establish appropriate time, place, and manner restrictions on the use of library resources.[10] In keeping with this principle, the collection of personally identifiable information should only be a matter of routine or policy when necessary for the fulfillment of the mission of the library. Regardless of the technology used, everyone who collects or accesses personally identifiable information in any format has a legal and ethical obligation to protect confidentiality.

Conclusion

The American Library Association affirms that rights of privacy are necessary for intellectual freedom and are fundamental to the ethics and practice of librarianship.

[1] Court opinions establishing a right to receive information in a public library include ***Board of Education. v. Pico*, 457 U.S. 853 (1982)**; ***Kreimer v. Bureau Of Police For The Town Of Morristown*, 958 F.2d 1242 (3d Cir. 1992)**; and ***Reno v. American Civil Liberties Union*, 117 S.Ct. 2329, 138 L.Ed.2d 874 (1997)**.

[2] See in particular the **Fourth Amendment**'s guarantee of "[t]he right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures," the **Fifth Amendment**'s guarantee against self-incrimination, and the **Ninth Amendment**'s guarantee that "[t]he

enumeration in the Constitution, of certain rights, shall not be construed to deny or disparage others retained by the people." This right is explicit in Article Twelve of the **Universal Declaration of Human Rights**: "No one shall be subjected to arbitrary interference with his privacy, family, home or correspondence, nor to attacks upon his honour and reputation. Everyone has the right to the protection of the law against such interference or attacks." See: **http://www.un.org/Overview/rights.html**. This right has further been explicitly codified as Article Seventeen of the "**International Covenant on Civil and Political Rights**," a legally binding international human rights agreement ratified by the United States on June 8, 1992. See: **http://www.unhchr.ch/html/menu3/b/a_ccpr.htm**.

[3] Eleven state constitutions guarantee a right of privacy or bar unreasonable intrusions into citizens' privacy. Forty-eight states protect the confidentiality of library users' records by law, and the attorneys general in the remaining two states have issued opinions recognizing the privacy of users' library records. See: **State Privacy Laws**.

[4] Cases recognizing a right to privacy include: ***NAACP v. Alabama*, 357 U.S. 449 (1958)**; ***Griswold v. Connecticut* 381 U.S. 479 (1965)**; ***Katz v. United States*, 389 U.S. 347 (1967)**; and ***Stanley v. Georgia*, 394 U.S. 557 (1969)**. Congress recognized the right to privacy in the **Privacy Act of 1974 and Amendments (5 USC Sec. 552a)**, which addresses the potential for government's violation of privacy through its collection of personal information. The Privacy Act's "Congressional Findings and Statement of Purpose" state in part: "the right to privacy is a personal and fundamental right protected by the Constitution of the United States." See: **http://caselaw.lp.findlaw.com/scripts/ts_search.pl?title=5&sec=552a**.

[5] The phrase "Personally identifiable information" was established in ALA policy in 1991. See: **Policy Concerning Confidentiality of Personally Identifiable Information about Library Users**. Personally identifiable information can include many types of library records, for instance: information that the library requires an individual to provide in order to be eligible to use library services or borrow materials, information that identifies an individual as having requested or obtained specific materials or materials on a particular subject, and information that is provided by an individual to assist a library staff member to answer a specific question or provide information on a particular subject. Personally identifiable information does not include information that does not identify any individual and that is retained only for the purpose of studying or evaluating the use of a library and its materials and services. Personally identifiable information does include any data that can link choices of taste, interest, or research with a specific individual.

[6] Article Eleven of the *Code of Ethics for Librarians* (1939) asserted that "It is the librarian's obligation to treat as confidential any private information obtained

through contact with library patrons." See: **Code of Ethics for Librarians (1939)**. Article Three of the current **Code** (1995) states: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted." See: **http://www.ala.org/alaorg/oif/ethics.html**.

[7] See these ALA Policies: **Access for Children and Young People to Videotapes and Other Nonprint Formats**; ***Free Access to Libraries for Minors***; ***Freedom to Read*** (**http://www.ala.org/alaorg/oif/freeread.html**); ***Libraries: An American Value***; the newly revised **Library Principles for a Networked World**; **Policy Concerning Confidentiality of Personally Identifiable Information about Library Users**; ***Policy on Confidentiality of Library Records***; ***Suggested Procedures for Implementing Policy on the Confidentiality of Library Records***.

[8] Adopted June 18, 1948; amended February 2, 1961, and January 23, 1980; inclusion of "age" reaffirmed January 23, 1996, by the ALA Council. See: **http://www.ala.org/work/freedom/lbr.html**.

[9] Existing ALA Policy asserts, in part, that: "The government's interest in library use reflects a dangerous and fallacious equation of what a person reads with what that person believes or how that person is likely to behave. Such a presumption can and does threaten the freedom of access to information." **Policy Concerning Confidentiality of Personally Identifiable Information about Library Users**

[10] See: ***Guidelines for the Development and Implementation of Policies, Regulations and Procedures Affecting Access to Library Materials, Services and Facilities***.

Adopted June 19, 2002, by the ALA Council.

[ISBN 0-8389-8208-5]

Links to non-ALA sites have been provided because these sites may have information of interest. Neither the American Library Association nor the Office for Intellectual Freedom necessarily endorses the views expressed or the facts presented on these sites; and furthermore, ALA and OIF do not endorse any commercial products that may be advertised or available on these sites.

Related Files

Questions and Answers on Privacy and Confidentiality (RTF)
Questions and Answers on Privacy and Confidentiality (DOC)
Questions and Answers on Privacy and Confidentiality (PDF File)
Privacy Interpretation (RTF)
Privacy Interpretation (DOC)
Privacy Interpretation (PDF File)

Related Links

Questions and Answers on Privacy and Confidentiality
Adobe Reader

FILE NO. 022047 RESOLUTION NO. ____________

APPENDIX E

[Resolution opposing the USA PATRIOT Act and related Executive Orders]

Resolution opposing the USA PATRIOT Act and related Executive Orders.

WHEREAS, the City of San Francisco houses a diverse population, including citizens of other nations whose contributions to the community are vital to its character and function; and

WHEREAS, the United States Constitution guarantees all persons living in the United States fundamental rights including freedom of religion, speech, assembly and privacy; protection from unreasonable searches and seizures; due process and equal protection to any person; equality before the law and the presumption of innocence; access to counsel in judicial proceedings; and a fair, speedy and public trial; and,

WHEREAS, the USA PATRIOT Act signed by President George W. Bush on October 26, 2001 has a number of provisions that contradict the above mentioned inalienable rights and fundamentally alters the nature of our civil liberties while doing little to increase public safety; and,

WHEREAS, examples of the provisions of the USA PATRIOT Act and Executive Orders that may violate the Constitution and the rights and civil liberties of San Francisco residents are as follows:

- Significantly expands the government's ability to access sensitive medical, mental health, financial and educational records about individuals, and lowers the burden of proof required to conduct secret searches and telephone and internet surveillance

Supervisor Jake McGoldrick
BOARD OF SUPERVISORS

- Gives law enforcement expanded authority to obtain library records, and prohibits librarians from informing patrons of monitoring or information requests
- Gives the Attorney General and the Secretary of State the power to designate domestic groups, including religious and political organizations as "terrorist organizations"
- Grants power to the Attorney General to subject citizens of other nations to indefinite detention or deportation even if they have not committed a crime
- Authorizes eavesdropping of confidential communications between attorneys and their clients in federal custody
- Limits disclosure of public documents and records under the Freedom of Information Act; and

WHEREAS, Department of Justice interpretations of this Act and these Executive Orders particularly target Muslims, persons of Middle Eastern and South Asian descent and citizens of other nations, and thereby encouraging racial profiling by law enforcement and hate crimes by individuals in our community; now, therefore, be it

RESOLVED, that the City of San Francisco affirms its strong opposition to terrorism, but also affirms that any efforts to end terrorism not be waged at the expense of the fundamental civil rights and liberties of the people of San Francisco, the United States and other countries; and, be it

FURTHER RESOLVED, that the City of San Francisco affirms the rights of all people, including United States citizens and citizens of other nations, living within the City in accordance with the Bill of Rights and the Fourteenth Amendment of the U.S. Constitution; and, be it

FURTHER RESOLVED, that, to the extent legally possible, no City employee or department shall officially assist or voluntarily cooperate with investigations, interrogations, or

arrest procedures, public or clandestine, that are in violation of individuals' civil rights or civil liberties as specified in the above Amendments of the United States Constitution; and be it

FURTHER RESOLVED that the San Francisco Board of Supervisors calls upon all private citizens and organizations, including residents, employers, educators, and business owners, to demonstrate similar respect for civil rights and civil liberties, especially but not limited to conditions of employment and cooperation with investigations; and be it

FURTHER RESOLVED that the City and County of San Francisco call on our United States Representatives and Senators to monitor the implementation of the Act and Orders cited herein and actively work for the repeal of the Act and those Orders that violate fundamental rights and liberties as stated in the United States Constitution and its Amendments.

APPENDIX F

LIBRARY COMMISSION RESOLUTION 2/03 as approved February 4, 2003

RESOLUTION OF THE SAN FRANCISCO PUBLIC LIBRARY COMMISSION PROTECTING LIBRARY USERS RIGHTS TO PRIVACY AND CONFIDENTIALITY

WHEREAS, the San Francisco Public Library Commission is deeply concerned about the ramifications of the Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001 (USA Patriot Act) as it affects the privacy of San Francisco Public Library users; and

WHEREAS, Sections 214 – 216 of the USA Patriot Act, give law enforcement agencies expanded authority to:

- Obtain library records
- Secretly monitor all electronic communication, and
- Prohibit libraries and librarians from informing users of such monitoring or information requests; and

WHEREAS, the San Francisco Public Library Commission is strongly opposed to terrorism, we also affirm that efforts to combat terrorism need not violate civil rights guaranteed under the First and Fourth Amendments to the Constitution of the United States; and

WHEREAS, public libraries, and specifically the San Francisco Public Library, champion intellectual freedom and must guard library users' rights to privacy in the exercise of that freedom, and must safeguard the civil liberties that have gone hand in hand with the San Francisco Public Library's role in the community; and

WHEREAS, the American Library Association's (ALA) Library Bill of Rights, affirmed as policy by the San Francisco Library Commission in January 1998, asserts that:

- Libraries should challenge censorship in the fulfillment of their responsibility to provide information; and
- Libraries should resist abridgement of free expression and free access to ideas; and
- The "Shadow of Fear" caused by government intrusion into library records breeds self-censorship; and

WHEREAS, the San Francisco Library Commission honors the diversity of San Francisco's people, cherishes the richness this diversity brings, and is offended by targeting or profiling any particular racial, ethnic, cultural, political, or religious group in government investigations; and

WHEREAS, it is the responsibility of public libraries and librarians, as guardians of the public's freedom to read and right to access information, to contest encroachments upon those freedoms by individuals, groups, or the government; and

WHEREAS, the San Francisco Board of Supervisors has adopted a resolution directing City departments to avoid any abridgment of San Franciscans' constitutional rights that could result from law enforcement use of provisions of the USA Patriot Act; and

WHEREAS, the American Library Association has also adopted a resolution in opposition to the USA Patriotic Act; now therefore, be it

RESOLVED, that the San Francisco Public Library Commission stands firmly behind the principles of the public's right to access information and freedom to read; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission views the right to seek and receive information as inherent in the exercise of freedom of speech, and that the Commission views any attempt to obstruct expression and exploration as a violation of the spirit and practice of intellectual freedom that amounts to censorship; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission supports the American Library Association (ALA) guidelines to avoid creating and maintaining unnecessary records. Specifically the San Francisco Public Library Commission supports the San Francisco Public Library's administrative policies that champion the confidentiality of user records and agree with the Library's regular practice of purging user files and circulation records; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission supports the City Librarian's instructions to library staff as a result of recent developments to refer any requests from law enforcement agencies to the City Librarian's Office; and be it

FURTHER RESOLVED that the San Francisco Public Library Commission encourages the City Librarian to take steps to strengthen the Library's circulation and electronic systems and processes to further protect user privacy; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission joins with the American Library Association, the San Francisco Board of Supervisors and San Francisco 's citizens to prevent breaches of user privacy and the disruption of library users' First and Fourth Amendment rights;and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission encourages the San Francisco Public Library to take an active role in clarifying these issues and educating all parties in the interest of the right to know, the right to access, and the freedom to read; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission opposes Sections 214 – 216 of the USA Patriot Act and supports the efforts of the American Library Association and the San Francisco Board of Supervisors to address the broad scope of civil rights violations engendered by certain provisions of the USA Patriot Act

San Francisco Public Library

San Francisco Public Library Privacy Policy

Staff Procedures:

1. Staff will post signs in any library facility using RFID informing the public that RFID technology is in use and the types of usage. The sign will include a statement of protection of privacy and will explain how RFID works in the library, as well as the potential privacy risks related to RFID use in the library.

2. Requests made to staff by law enforcement for Library records are to be immediately referred to the Office of the City Librarian.

3. Requests made to staff by representatives of the federal government under the USA PATRIOT Act are to be immediately referred to the Office of the City Librarian, who will refer the request to the Board of Supervisors.

4. Future *View Your Record* features will be implemented only if those features comply with current user controls (no administrative access and user option to select and delete information).

San Francisco Public Library

WHEREAS, the San Francisco Public Library Commission is pleased to RECOGNIZE, HONOR, and COMMEND the many significant contributions which State Librarian Emeritus and former City Librarian of San Francisco DR. KEVIN STARR has made to improve California libraries during his years of service and leadership; and

WHEREAS, the invaluable civic contributions of DR. KEVIN STARR, a highly respected historian, author, journalist and professor INSERT SIGNIFICANT ACCOMPLISHMENTS OF STARR HERE *have significantly enhanced the prosperity, cultural, economic, political, and social enrichment of our State and City and well being of the people of San Francisco, the Bay Area, and indeed all California; and*

WHEREAS, the San Francisco Public Library Commission will SALUTE Librarian Emeritus and former City Librarian of San Francisco DR. KEVIN STARR, as an outstanding exemplar of the high ideals of professional achievement, personal character, and community leadership at its regular meeting on June 3, 2004;

THEREFORE, be It Resolved that the *SAN FRANCISCO PUBLIC LIBRARY COMMISSION, The SAN FRANCISCO PUBLIC LIBRARY **and its USERS** in RECOGNITION and HONOR of his outstanding exemplary leadership and dedicated hard work and in recognition of his designation as the* ACCOLADE??? *do hereby RECOGNIZE, HONOR, AND COMMEND*

DR. KEVIN STARR

In Witness Whereof, I have hereunto
set my hand and caused the seal of the
San Francisco Public Library Commission
to be affixed.

CHARLES A. HIGUERAS, A.I.A.
PRESIDENT
JUNE 3, 2004

San Francisco Public Library Commission
100 Larkin Street, San Francisco, CA 94102-4733
Phone 415.557.4233, Fax 415.557.4240

DRAFT

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Gavin Newsom
Mayor

Charles A. Higueras, A.I.A.
President

Carol Steiman
Vice President

Helen Marte Bautista
Lonnie K. Chin
Steven A. Coulter
Fran A. Streets
Deborah Strobin
Commissioners

Susan Hildreth
City Librarian

Michael Housh
Commission Secretary

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Draft Minutes of the regular meeting of Thursday, June 3, 2004

The San Francisco Public Library Commission held a regular meeting on Thursday, June 3, 2004 in the Koret Auditorium, Main Library.

The meeting was called to order at 4:05pm.

The following members were present: Commissioners Bautista, Chin, Coulter, Higueras, Steiman, and Strobin.

Commissioner Streets was excused attendance.

AGENDA ITEM #1 PUBLIC COMMENT

An anonymous member of the public commented on the importance of the search for a new City Librarian and about the history of previous City Librarians.

Mr. Peter Warfield discussed the new Seattle Main Library, noted the Library had been in the news, and commented about his comments to the Sunshine Ordinance Task Force concerning remarks he attributed to President Higueras.

Mr. David Pilpel, Sunshine Ordinance Task Force, lauded the Library's "Shades of the Sunset" neighborhood history program thanking the Friends of the Library for supporting it, and thanked City Librarian Susan Hildreth for her exemplary service to San Francisco.

AGENDA ITEM #2 APPROVAL OF THE MINUTES OF April 1, 2004

Public comment on AGENDA ITEM #2 APPROVAL OF THE MINUTES OF April 1, 2004

An anonymous member of the public noted that this was the second time these minutes were proposed for approval, noted that there were two different draft versions of these minutes available, and expressed shock at the lack of detail in reporting of the RFID discussions.

Mr. Peter Warfield expressed dismay that there had been two drafts of the revised April 1st minutes and that it was difficult to distinguish changes, and found that the revised minutes left out many details about the RFID presentations. Mr. Warfield also felt many of his comments during the meeting were not accurately reported or had been left out.

COMMISSION discussion of AGENDA ITEM #2 APPROVAL OF THE MINUTES OF APRIL 1, 2004

The Secretary noted draft minutes were always subject to change by the Commission prior to adoption and that he would annotate future drafts so as to make changes between drafts more evident. In response to President Higueras' questions the Secretary clarified which RFID presentations were being addressed in these minutes.

MOTION: by Commissioner Chin, 2nd Commissioner Bautista for approval of the Minutes of the regular meeting of April 1, 2004 as revised.

Approved by the following vote:

ACTION: 5-0 AYE (Bautista, Chin, Coulter, Higueras, and Strobin)

AGENDA ITEM #3 APPROVAL OF THE MINUTES OF May 6, 2004

Public comment on AGENDA ITEM #3 APPROVAL OF THE MINUTES OF MAY 6, 2004

An anonymous member of the public found these minutes largely inaccurate, citing reported public comments offered by this individual that this person did not make at that meeting. It was noted that instead this person had discussed remarks attributed to President Higueras and that what if the minutes were not intended as a joke, and noted that the Commission's minutes were widely distributed and read.
Mr. Peter Warfield noted that these minutes correctly identified which RFID presentation was discussed, cited Commission comments on the RFID discussions, and found serious problems with the reporting of public comments about the Library's Privacy Policy, and decried use of the term "woefully" in his reported comments about the Privacy Policy.

COMMISSION discussion of AGENDA ITEM #3 APPROVAL OF THE MINUTES OF MAY 6, 2004

The Secretary proposed to review the meeting tape again and correct any error in reporting of the anonymous member of the publics' reported public comment. Commissioner Coulter noted that he thought that he had been the maker of the motion concerning the Library Commission's decision to explore implementation of RFID. Commissioner Coulter further suggested that the Commission's intent go carefully and thoughtfully forward with minimal first stage funding on RFID and encourage those concerned with RFID to work in partnership with the Library to pioneer addressing these issues for the library world be made more clear in the minutes.

MOTION: by Commissioner Coulter, 2nd Commissioner Bautista for approval of the Minutes of the regular meeting of May 6, 2004 as amended regarding the cited public comment and with further clarification of the RFID discussion by the Secretary to address the points raised by Commissioner Coulter.

Approved by the following vote:

ACTION: 6-0 AYE (Bautista, Chin, Coulter, Higueras, Steiman, and Strobin)

AGENDA ITEM #4 CITY LIBRARIAN'S REPORT

The City Librarian reported on the following subjects: the enactment of the library citizen's advisory committee; the Library 125th Anniversary; a Prop. E (Library Preservation Fund 1994) lawsuit; status of the Branch Library Improvement Program Advisory Committee; the Friends of the Library lease; a BALIS Advisory Board vacancy; the Mission Branch lobby reconfiguration; Chinatown Branch carpeting; and exhibits and programs (copy attached) Ms. Hildreth also reported Planning Commission approval for a conditional use permit for the new Ingleside Branch Library.

Public comment on AGENDA ITEM #4 CITY LIBRARIAN'S REPORT

An anonymous member of the public commented on the Library's 125th celebrations recalling those in honor of its centennial, and reported that they had lost their lawsuit against the Library concerning Prop. E expenditures this person also expressed disappointment at the demise of the BLIP Advisory Committee, and looked forward to the library citizen's advisory committee.
Ms. Sue Cauthen commented on the reasons upon which the Mayor had declined to sign the Board of Supervisors' legislation creating a library citizen's advisory committee.
Mr. Peter Warfield commented on the many reported 125th Anniversary activities and discussed the Board of Supervisors creation of a library citizen advisory committee. Mr. Warfield also commented on implications of the loss of the lawsuit against the Library.

Commission discussion of AGENDA ITEM #4 CITY LIBRARIAN'S REPORT

President Higueras and Commissioner Bautista applauded the hard work staff had provided in making a success of the celebrations honoring the San Francisco Public library's 125th Anniversary. In response to President Higueras' question, the City Librarian reported that it was expected that the Friends would complete their office relocation this Fall.

AGENDA ITEM #5 2004/05 LIBRARY BUDGET

(Library Finance Director George Nichols reported to the Commission concerning the Mayor's Budget proposal for the Library as submitted to the Board of Supervisors). Copy attached

Library Finance Director George Nichols presented a detailed update report on the Library's proposed $58.972 million 2004/05 Budget as submitted by the Mayor to the Board of Supervisors for their consideration. Mr. Nichols reported good news that revenues had been better than expected and that while some costs were also greater than expected the additional revenues meant that there would be fewer reductions and less need to use funds from the Library's reserve. The Library Finance Director reported the budget balanced with an additional increase in funds to the book budget. Mr. Nichols cautioned the Commissioners that it was highly likely that several anticipated baseline budget cost increases would require that the Library carefully review all of its programs and services to prepare for continued difficult budget challenges certain to occur in the next few years.

Public comment on AGENDA ITEM #5 2004/05 LIBRARY BUDGET

An anonymous member of the public found the report sobering and expressed concern that the manner in which library services had been defined might encourage Board of Supervisors initiatives to expend library funds elsewhere. This person noted that the budget for the City Librarian search was lower that an amount previously budgeted , suggested that a new City Librarian might reconsider RFID, and applauded more funds for books.
Mr. Peter Warfield complained that the report had not been available prior to the meeting and cited a number of budget items he suggested the Commission should review. Mr. Warfield also questioned elimination of the work order to the Tax Collector for materials recovery, and asked for more information about POE related projects.

Commission discussion of AGENDA ITEM #5 2004/05 LIBRARY BUDGET

Vice President Steiman noted that there had been many discussions of and reports on the Post Occupancy Evaluation (POE) Report related Main Library projects. The City Librarian noted that an unsuccessful effort had been made to work with the Tax Collector's Office on materials recovery after the Board of Supervisors declined to approve use of the collection agency as requested by the Commission. The Chief of the Main Library discussed how labor intensive it had been to convert library information into a usable format for the Tax Collector and reported their proposed per account charge to the Library was $50. Additionally Ms. Lawhun reported that the Tax Collector's Office had indicated that they could only handle very large accounts over $500. Ms. Lawhun concluded that this was not cost effective. The City Librarian expressed a hope that future Boards might reconsider the far less expensive and proven effective materials recovery program that the Library had proposed. In response to questions by Vice President Steiman, Ms. Hildreth then discussed the details of the proposed technology refreshment program. Responding to President Higueras, the City Librarian noted that the $300,000 designated for RFID startup would revert to the reserve if not approved.

AGENDA ITEM #6 LIBRARY PRIVACY POLICY

(Deputy City Librarian Paul Underwood presented a detailed overview of the revised draft of the proposed Privacy Policy)

Deputy City Librarian Paul Underwood reported that the proposed privacy policy had been reformatted to match the arrangement recommended for other Library policies. Mr. Underwood then outlined the changes and rearrangement of topics made in the proposed Privacy Policy to incorporate the suggestions made by the Commissioners during their previous discussion

Commissioner Chin left the meeting at 5:25pm and returned at 5:45pm.

Public comment on AGENDA ITEM #6 LIBRARY PRIVACY POLICY

Mr. Peter Warfield wished that the changes in the text were more clearly marked. Mr. Warfield further remarked that he still had serious concerns about the proposed policy, citing in particular the staff guidelines and concerns about use of RFID tags.

Commission discussion of AGENDA ITEM #6 LIBRARY PRIVACY POLICY

Vice President Steiman found the revised Policy clear and in particular cited the sections about how staff should appropriately respond to law enforcement agency requests and concerning the use of RFID tags. President Higueras thought the revised policy much better organized. Commissioner Coulter commended Mr. Underwood for his hard work in clarifying the language and addressing issues of public concern with potential data gathering. Commissioner Coulter suggested very clear opt in-opt out information be made available. Commissioner Coulter also found the references to the USA PATRIOT Act improved. Deputy City Attorney Catharine Barnes noted that the text referring to privacy protections related to law enforcement requests should include language clarifying the Library's response would be to the fullest extent allowed by law. Commissioner Coulter thought the draft 90% ready and suggested one more rewrite. Vice President Steiman, and Commissioners Bautista and Chin noted that the law imposed limits on what the Library could do despite the clear intent of the proposed policy. Final action on the Privacy Policy was continued to an upcoming meeting to allow for changes suggested during the meeting.

AGENDA ITEM #7 RESOLUTION HONORING DR. STARR

City Librarian Susan Hildreth presented for the Commission's approval a proposed resolution honoring Dr. Kevin Starr, California State Librarian Emeritus and former San Francisco City Librarian, for his decades of leadership and public service on behalf of California's libraries to be presented to Dr. Starr during the Library's 125th Anniversary observances on June 3, 2004 (copy attached). City Librarian Susan Hildreth read the proposed text into the record.

Vice President Steiman left the meeting at 5:50pm

Public comment on AGENDA ITEM #7 RESOLUTION HONORING DR. STARR

An anonymous member of the public was gratified by this item and commented that events were coming full circle suggesting that scholar/librarian Dr. Starr's tenure as City Librarian had been a "Golden Era" in retrospect.
Mr. Peter Warfield commented that he had enjoyed the reading of the proposed resolution.
Ms. Deborah Doyle rose in support of the proposed resolution honoring Dr. Starr's many contributions to California's libraries.

Commission discussion of AGENDA ITEM #7 RESOLUTION HONORING DR. STARR

Commissioner Coulters suggested a change in tense in a section of the resolution; cited scholar/librarian Dr. Starr's stories in author Peter Wiley's history of the Library; and recalled in particular Dr. Starr's assistance during the controversy concerning the relocation of the Pioneer Monument.

MOTION: by Commissioner Chin, 2nd Commissioner Bautista for approval of the proposed resolution honoring former City Librarian and California State Librarian Emeritus Dr. Kevin Starr.

Approved by the following vote:
5-0 AYE (Bautista, Chin, Coulter, Higueras, and Strobin)

AGENDA ITEM #8 BALIS UPDATE REPORT

Ms. Deborah Doyle, made her fourth report and final report to the Commission as San Francisco's representative on the Bay Area Library and Information Systems (BALIS) Advisory Board at the end of her 2nd and last term on the BALIS Board.

Public comment on AGENDA ITEM #8 BALIS UPDATE REPORT

(None offered)

Commission discussion of AGENDA ITEM #8 BALIS UPDATE REPORT

The Commissioners thanked Ms. Doyle for her dedicated services as San Francisco's representative on the BALIS Advisory Board.

AGENDA ITEM #9 CITY LIBRARIAN SEARCH PROCESS

Ms. Hildreth reported that Mayor Newsom had indicated that the Commission should move forward with a search process for a new City Librarian. The City Librarian outlined a proposed process based on previous experience that suggested use of an executive search firm from three that were pre-qualified to participate in City contracts. The identified pre-qualified firms were: the Hawkins Company; PS Executive Search, and Bob Murry & Associates. President Higueras noted that using this process could more quickly identify and bring candidates forward for Commission consideration.

Public AGENDA ITEM #9 CITY LIBRARIAN SEARCH PROCESS

An anonymous member of the public commented on the importance that the City Librarian search process be seen as fair suggesting that previous City Librarians had been burdened with a perception that their selection was not perceived as fair.
Mr. Peter Warfield called for an open process, suggesting that the Commission should choose the firm and direct the search with maximum opportunity for public input. Mr. Warfield offered his help in selecting a new City Librarian

Commission discussion of AGENDA ITEM #9 CITY LIBRARIAN SEARCH PROCESS

President Higueras noted that the Commission was charged to submit up to three candidates to the Mayor and discussed the various choices open to the Commission between using a pre-qualified firm or choosing a firm through the City's request for proposals (RFP) process. In response to a question by Commissioner Chin, Ms. Hildreth outlined what had been done during the previous City Librarian selection processes. Commissioner Coulter noted that use of a combined Commission and staff committee had worked well. Ms. Hildreth outlined how using a pre-qualified firm could speed up the process but still retain options for extensive input. Ms. Hildreth noted that each of the pre-qualified firms had indicated willingness to use a specialized library consultant as a subcontractor in conducting the search process. The City Librarian noted that it would be important to get the word out about the City Librarian search at the upcoming American Library Association (ALA) conference in Florida. Commissioner Chin noted that choosing a City Librarian was one of the most important jobs of the Commission and that community stakeholders input should be sought. Commissioner Bautista observed that qualities the Commissioners might want in a candidate to be City Librarian and the potential challenges any new City Librarian might face had not yet been discussed. In response to a question by Commissioner Strobin, Ms. Hildreth outlined the various steps in the proposed search process. President Higueras noted that the Commission would make sure that the process used was one that the Commissioners wanted.

MOTION: by Commissioner Coulter, 2nd Commissioner Chin to authorize the Library's Director of Human Resources with the assistance of a staff committee that also could include at least two Library Commissioners to recommend to the Commission selection of a professional executive search firm using one of three firms pre-qualified for use by City Departments to conduct the search process for the position of City Librarian.

Approved by the following vote:
5-0 AYE (Bautista, Chin, Coulter, Higueras, and Strobin)

AGENDA ITEM #10 FRIENDS OF THE LIBRARY REPORT

Ms. Deborah Doyle, Friends Board member, announced that Martín Gómez, Executive Director of the Friends of the Library would be leaving to become the President of the Urban Libraries Council and that with the concurrence of the Board, she would serve as Acting Executive Director until a new permanent Executive Director for the Friends was selected. Ms. Doyle then reported on: the Friends support for the Library's 125th Anniversary activities; and reported Friends' grants of $725,000 to Library staff for 2004/05.

Commission discussion of AGENDA ITEM #6 FRIENDS OF THE LIBRARY REPORT

The Commissioners thanked the Friends of the Library for their support for the 125th Anniversary celebration and applauded the new design for the Friends logo.

Public comment on AGENDA ITEM #6 FRIENDS OF THE LIBRARY REPORT

(None offered)

AGENDA ITEM #11 LABOR UNION REPORT

(No report offered)

AGENDA ITEM #12 NEW BUSINESS

(No items were proposed)

AGENDA ITEM #13 ADJOURNMENT

MOTION: by Commissioner Bautista, 2nd Commissioner Strobin that the meeting be adjourned.

Approved by the following vote:
4-0 AYE (Bautista, Coulter, Higueras, and Strobin)

There being no further business, at the hour of 6:57pm the Public Library Commission adjourned.

Michael Housh, Commission Secretary 6/15/04

Please note: These are draft minutes subject to change by the Library Commission. Copies of Commission Minutes and handouts are available in the Office of the Commission Secretary, 100 Larkin Street, San Francisco, CA 94102

ATTACHMENTS to the June 3, 2004 Minutes:

Revised draft Privacy Policy
2004/05 Budget Report
Dr. Starr resolution
BALIS Update Report

Minutes of the regular Commission Meeting of June 3, 2004

Appendix A

Library Commission meeting of June 3, 2004

The Public Comment Summary Statements included in these Minutes are authorized by San Francisco Administrative Code Section 67.16..

These summary statements are provided by the speaker. Their contents are neither generated by, nor subject to approval or verification of accuracy by, the San Francisco Public Library Commission.

The number of members of the public who spoke anonymously at this meeting. 1

Public Library
2004-05 Proposed Budget (Summary)

	Operations	Capital Projects	Total
2003-04 AAO	**$ 54,476,189**	**$ 2,405,651**	**$ 56,881,840**
One-time Cost Reductions	$ (1,112,808)	$ (2,405,651)	$ (3,518,459)
Baseline Increases (Non-discretionary)	$ 2,355,890	$ -	$ 2,355,890
New Spending (Discretionary)	$ 1,089,063	$ 2,662,081	$ 3,751,144
Base Reductions	$ (497,962)	$ -	$ (497,962)
Subtotal Adjustments	**$ 1,834,183**	**$ 256,430**	**$ 2,090,613**
2004-05 Proposed	**$ 56,310,372**	**$ 2,662,081**	**$ 58,972,453**

Of the $1.834 million Operating Budget Increase

$2.356 million in baseline cost increases; and,
$1.089 million in new spending initiatives; offset by
$1.113 million in one-time cost adjustments; and,
$498,000 in base reductions

The $2.355 million increase in our baseline costs includes:

$1.506 million increase for the retirement system subsidy
$430,000 increase in the cost of employee health/dental plans
$76,000 increase in unemployment insurance
$125,000 increase in cost of services provided by other City Departments
$132,000 in annualized costs.
$86,000 in miscellaneous adjustments (one-less work day, substitutions, etc).

The $1.089 million for New items funded in the proposed budget include:

Book budget augmentation ($286,500)
Technology Refresh ($225,000)
RFID ($300,000)
Elevator maintenance contract ($70,000)
Full-time Delivery Driver ($50,447)
Two 15 hour/week Library Page positions for Branch reserves ($24,674)

A/V equipment replacement ($22,000).
Materials and supply increase of OCYS ($8,000)
Self-check machines for Branch ($52,442)
City Librarian recruitment ($50,000)

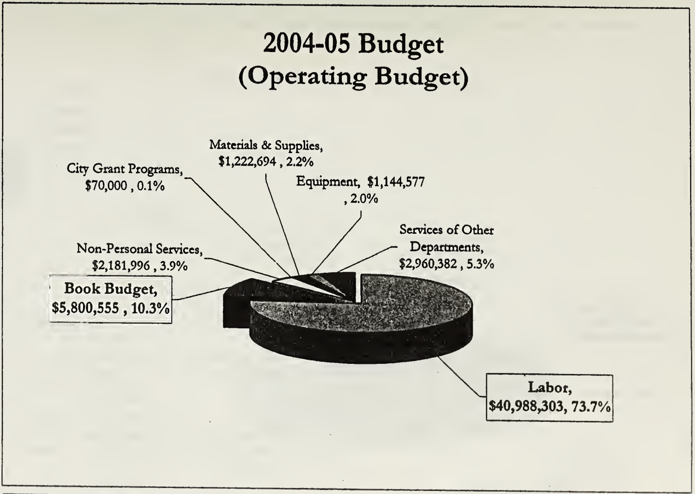
$498,000 in Baseline Budget reductions include:

$268,000 reduction in budgeted salaries (increase attrition from 4.6% to 5%).
$105,000 reduction in grant to Clean City Coalition for the TLC
$70,000 cut to WO with Tax Collector for materials recovery.
$11,880 reduction in training funds
$43,400 cut in various materials and supply budgets.

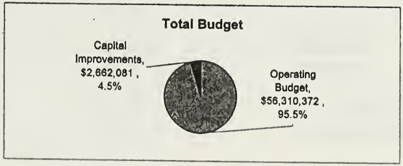
The $2.662 million Capital Improvement Budget includes:

$310,000 for the Deferred Maintenance Program; and,
$2.352 million for POE related projects at the Main Library.

Labor	$ 42,930,168
Book Budget	$ 5,800,555
Non-Personal Services	$ 2,181,996
City Grant Programs	$ 70,000
Materials & Supplies	$ 1,222,694
Equipment	$ 1,144,577
Services of Other Departments	$ 2,960,382
Operating Budget	$ 56,310,372
Capital Improvements	$ 2,662,081
Total Budget	$ 58,972,453



2004-05 Budget
(Operating Budget)



Total Budget

6/3/2004

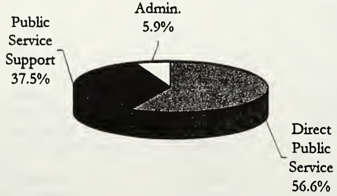
CHART 3

PUBLIC LIBRARY
2004-05 Proposed Budget

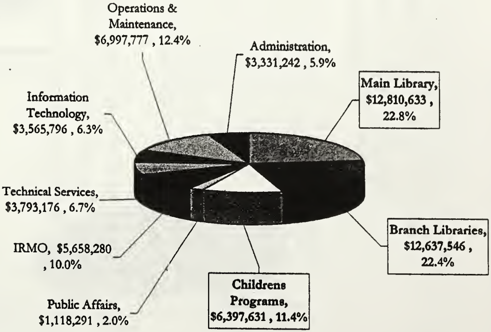
	Operating	Capital	Total
Main Library	$ 12,810,633	$ 2,352,081	$ 15,162,714
Branch Libraries	$ 12,637,546	$ -	$ 12,637,546
Childrens Programs	$ 6,397,631	$ -	$ 6,397,631
Public Affairs	$ 1,118,291	$ -	$ 1,118,291
IRMO	$ 5,658,280	$ -	$ 5,658,280
Technical Services	$ 3,793,176	$ -	$ 3,793,176
Information Technology	$ 3,565,796	$ -	$ 3,565,796
Operations & Maintenance	$ 6,997,777	$ 310,000	$ 7,307,777
Administration	$ 3,331,242	$ -	$ 3,331,242
TOTAL	$ 56,310,372	$ 2,662,081	$ 58,972,453

	Operating	Capital	Total
Direct Public Service	$ 31,845,810	$ 2,352,081	$ 34,197,891
Public Service Support	$ 21,133,320	$ 310,000	$ 21,443,320
Administration	$ 3,331,242	$ -	$ 3,331,242
TOTAL BUDGET	$ 56,310,372	$ 2,662,081	$ 58,972,453

By Major Program (Operating Budget)



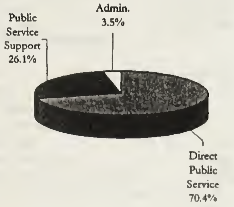
2004-05 Budget by Division (Operating Budget)



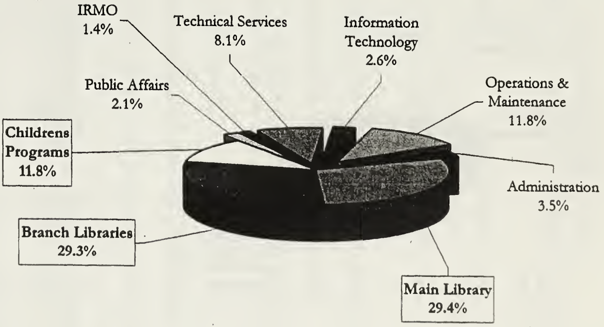
Main Library	180.73
Branch Libraries	180.34
Childrens Programs	72.62
Public Affairs	13.16
IRMO	8.82
Technical Services	49.66
Information Technology	16.31
Operations & Maintenance	72.80
Administration	21.26
TOTAL	615.70

Direct Public Service	433.69
Public Service Support	160.75
Admin.	21.26
Total, Operations	615.70
Capital Imprvt. Prg.	0.00
TOTAL BUDGET	615.70

FTE By Program

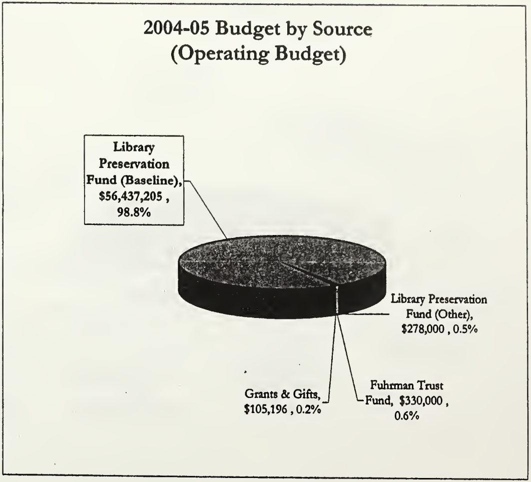


2004-05 FTE by Division

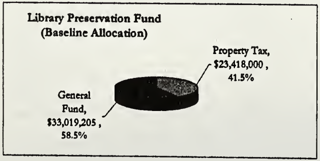


PUBLIC LIBRARY
2004-05 Proposed Budget

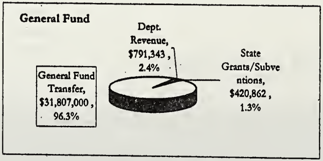
	Operating	Capital	Total
Library Preservation Fund (Baseline)	$ 56,437,205	$ -	$ 56,437,205
Library Preservation Fund (Other)	$ 278,000	$ -	$ 278,000
Fuhrman Trust Fund	$ 330,000	$ -	$ 330,000
Grants & Gifts	$ 105,196	$ -	$ 105,196
Library Preservation Fund Balance	$ -	$ 371,397	$ 371,397
Library Improvement Fund	$ -	$ 1,450,655	$ 1,450,655
Branch Library Improvement Bond	$ -	$ -	$ -
Total	$ 57,150,401	$ 1,822,052	$ 58,972,453
LPF (Baseline Allocation)			
Property Tax	$ 23,418,000	$ -	$ 23,418,000
General Fund	$ 33,019,205	$ -	$ 33,019,205
Total, Baseline Revenue	$ 56,437,205	$ -	$ 56,437,205
General Fund			
Dept. Revenue	$ 791,343	$ -	$ 791,343
State Grants/Subventions	$ 420,862	$ -	$ 420,862
General Fund Transfer	$ 31,807,000	$ -	$ 31,807,000
Total	$ 33,019,205	$ -	$ 33,019,205
Department Revenue			
Property Rentals	$ 28,243	$ -	$ 28,243
Books Paid	$ 36,000	$ -	$ 36,000
Fines	$ 420,000	$ -	$ 420,000
Library Event Fees	$ 4,100	$ -	$ 4,100
Misc.	$ 303,000	$ -	$ 303,000
Total	$ 791,343	$ -	$ 791,343



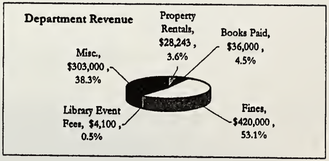
2004-05 Budget by Source (Operating Budget)



Library Preservation Fund (Baseline Allocation)



General Fund



Department Revenue

San Francisco Public Library

TO: Library Commission

FROM: Paul Underwood
Deputy City Librarian

SUBJECT: Privacy Policy Draft

DATE: May 27, 2004

At the June 3, 2004 Library Commission meeting, you will be reviewing the revised Privacy Policy draft for possible action.

In order to facilitate your review prior to the meeting, I would like to point out a few modifications:

- The format is now that used for official Library Commission Policies.
- The content is arranged to bring similar topics together and conforms to the direction of "Creating Policies for Results" sponsored by the Public Library Association.
- The sequence of topics has been modified.
- The content reflects suggested additions to help clarify some statements.
- Footnotes have been used in two instances that were previously stand-alone statements in the body of the document.
- A separate staff procedure document has been included for your information. This document was created in order to conform to the direction of "Creating Policies for Results" sponsored by the Public Library Association.
- The appendices were not included in the information sent to you electronically, but will be included in the document as part of the Commission packet.

San Francisco Public Library Commission Policy Manual

Privacy Policy **Policy #207**
Section: Library Services
Adopted:

Policy Statement:

To better protect library user privacy, the San Francisco Public Library provides this policy explaining library practices and the choices library users can make about the way personal information is collected and used. The Library champions the protection of personal privacy. Protecting library user privacy and confidentiality related to information and materials sought and received is an integral principle of the San Francisco Public Library.

General

1. To make this policy easy to find, the Library makes it available on the Library's Web site and at every point where personally identifiable information may be requested.
2. Protection of confidentiality extends to information sought or received, and materials consulted, borrowed, and received.
3. Protection of confidentiality includes database search records, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities or services[1].
4. The Library does not collect personal information about a library user when a user visits the Library's Web site, registers for a program, or registers for a library card unless the user authorizes the Library to have that information.
5. Any information the library user chooses to provide will be used only to provide or improve library services.
6. The Library protects library user account information by placing it on a secure server.

Library Cards and Circulation Records

7. To receive a library card, library users are required to provide identifying information such as name, birth date and mailing address. This identifying

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[1] Library records are protected under *California Government Code, Title 1, Division 7, Chapter 3.5, Section 6267.*

information is retained as long as the library user continues to use the library card.

8. A library user's library record includes current information, items currently checked out or on hold, as well as overdue materials and fines.
9. The Library does not maintain a history of what a library user has previously checked out once books and materials have been returned on time.
10. When fines accrue on a user's account, the Library does maintain records of items that have been borrowed but returned after the due date, or are still outstanding on the user's record. When overdue materials are returned and all associated fines are paid, the information associated with the library card number is deleted.

Radio Frequency Identification (RFID)

11. The only information stored on the RFID chip/tag will be limited to the item barcode or an encrypted number, as well as a security bit that indicates if the item is in or out of the library.
12. RFID technology will not be used for library cards that use RFID which stores personal information about the user.
13. All local, state and/or federal legislation relating to RFID and library usage will be fully complied with at San Francisco Public Library.

Computers

14. The Library uses an online computer reservation program that allows the public to reserve a computer in order to access the Library's catalog, the Internet and other resources. The Library's computer search stations are programmed to delete the history of a library user's Internet session and all searches once an individual session is completed. Booking history is deleted every day.
15. Searching by the barcode of library books and other materials is not available to the public.
16. The Library's computer system offers library user self-activated features, using *View Your Record,* including email notification of new library materials which contain library user saved search terms. Information gathered and stored using this feature is only accessible to the library user. There is no administrative interface to this information for library staff and, therefore, it is not retrievable by anyone other than the user. The user has the option to delete their search history at any time.
17. Any future enhancements to the Library's online system that may impact user confidentiality will not be activated by the Library.

Email and Web Forms

18. Information provided by a library user via email or Web forms will be used only for purposes described at the point of collection (for example on a Web form), such as to send information or provide library services to the library user, update information on the library user's record, or respond to a library user's questions or comments.
19. If contact information is provided, the Library may contact the library user to clarify a comment or question, or to learn about the level of customer satisfaction with library services.
20. The Library treats reference questions, regardless of format of transmission (in person, via telephone, fax, email or online) confidentially. Personal identifying information related to these questions is purged on an ongoing basis.
21. Email is not necessarily secure against interception and may be subject to disclosure requirements of the Public Records Act or other legal disclosure requirements.

Information Automatically Collected and Stored

22. As library users browse through the Library's Web site, read pages, or download information, certain information will be automatically gathered and stored about the visit, *but not about the library user.* The information does not personally identify any individual.
23. The Library automatically collects and stores only the following information about a visit, for statistical purposes:
    - The Internet domain and IP address from which access to the Web site is gained;
    - The type of browser and operating system used to access the Library's site;
    - The date and time of access to the Library's site;
    - The pages visited; and
    - The address of the Web site from which the initial visit to www.sfpl.org was launched, if any, as well as the address from which a visitor exits.
24. The Library uses this information to help the Library make the site more useful to visitors and to learn about the number of visitors to the site and the types of technology visitors use. The data that is collected is not connected to any personal information or identity.
25. The Library does not collect information about who library users are, and encourages library users to become familiar with privacy policies of the ISP that the user subscribes to and other sites visited.

Links to Other Sites

26. The Library's Web site contains links to other sites. The San Francisco Public Library is not responsible for the privacy practices of other sites, including providers of online database services for which the Library subscribes, which may be different from the privacy practices described in this policy. The Library encourages library users to become familiar with privacy policies of other sites visited, including linked sites.

Network Security

27. For Web site security purposes and to ensure that the service remains available to all library users, the San Francisco Public Library uses software programs that monitor network traffic to identify unauthorized attempts to upload or change information or otherwise cause damage. Anyone using the Library's Web site expressly consents to such monitoring. Except for the above purposes, no other attempts are made to identify library users or their usage habits[2].

Working with Law Enforcement

28. Library records will not be made available to any agency of the state, federal or local government except pursuant to such process, order or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.

Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act (USA PATRIOT ACT)

29. Sections 214-216 of this Act gives law enforcement agencies expanded authority to obtain library records, secretly monitor electronic communications and prohibits libraries and librarians from informing library users of monitoring or information requests.
30. The Library Commission and the San Francisco Board of Supervisors have formally opposed the Act, including Sections 214-216, in two separate resolutions. (appendices E and F)
31. On March 2, 2004, San Francisco voters codified the City's resistance to the federal USA PATRIOT Act with their approval of Proposition E. The charter amendment requires that any request for library, health or other personal records be routed through the Board of Supervisors instead of through City

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[2] . Unauthorized attempts to upload information or change information are strictly prohibited and may be punishable under the Computer Fraud and Abuse Act of 1986 and 18 U.S.C. Section 1001 and 1030.

department heads. The supervisors will then decide whether the request is constitutional and whether to respond to it.

Appendices:

A. *Code of Ethics,* American Library Association
B. *Privacy Statement,* American Library Association
C. *Privacy Report,* American Library Association, Library Information and Technology Association, Task Force On Privacy and Confidentiality in the Electronic Environment
D. *Privacy: An Interpretation of the Library Bill of Rights,* American Library Association
E. Resolution, Board of Supervisors
F. Resolution of the San Francisco Public Library Commission Protecting Library Users Rights to Privacy and Confidentiality, Library Commission

APPENDIX A

AMERICAN LIBRARY ASSOCIATION
CODE OF ETHICS

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.

II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.

III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

IV. We recognize and respect intellectual property rights.

V. We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.

VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.

VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted by the ALA Council
June 28, 1995

AMERICAN LIBRARY ASSOCIATION

Position Statement on the Confidentiality of Library Records

The members of the American Library Association,* recognizing the right to privacy of library users, believe that records held in libraries which connect specific individuals with specific resources, programs or services, are confidential and not to be used for purposes other than routine record keeping: i.e., to maintain access to resources, to assure that resources are available to users who need them, to arrange facilities, to provide resources for the comfort and safety of patrons, or to accomplish the purposes of the program or service. The library community recognizes that children and youth have the same rights to privacy as adults.

Libraries whose record keeping systems reveal the names of users would be in violation of the confidentiality of library record laws adopted in many states. School library media specialists are advised to seek the advice of counsel if in doubt about whether their record keeping systems violate the specific laws in their states. Efforts must be made within the reasonable constraints of budgets and school management procedures to eliminate such records as soon as reasonably possible.

With or without specific legislation, school library media specialists are urged to respect the rights of children and youth by adhering to the tenets expressed in the Confidentiality of Library Records Interpretation of the Library Bill of Rights and the ALA Code of Ethics.

*ALA Policy 52.4 (see below), 54.16

ALA Policy 52.4 Confidentiality of Library Records

The ethical responsibilities of librarians, as well as statues in most states and the District of Columbia, protect the privacy of library users. Confidentiality extends to "information sought or received, and materials consulted, borrowed, acquired," and includes database search records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, or services.

The American Library Association recognizes that law enforcement agencies and officers may occasionally believe that library records contain information which may be helpful to the investigation of criminal activity. If there is a reasonable basis to believe such records are necessary to the progress of an investigation or prosecution, the American judicial system provides mechanism for seeking release of such confidential records: the issuance of a court order, following a showing of good cause based on specific facts, by a court of competent jurisdiction.

The American Library Association strongly recommends that the responsible officers in each library, cooperative system, and consortium in the United States:

1. Formally adopt a policy which specifically recognizes its circulation records and other records identifying the names of library users with specific materials to be confidential.
2. Advise all librarians and library employees that such records shall not be made available to any agency of state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.
3. Resist the issuance or enforcement of such process, order, or subpoena until such time as a proper showing of good cause has been made in a court of competent jurisdiction.

(Revised July 1999)

The American Library Association's
Task Force on Privacy and Confidentiality in the Electronic Environment

Final Report, 7 July 2000

At the American Library Association Conference in New Orleans in 1999, ALA Council resolved that the Library and Information Technology Association be asked to examine the impact of new technologies on patron privacy and the confidentiality of electronic records. The Taskforce on Privacy and Confidentiality in the Electronic Environment was formed at the ALA Midwinter Conference with broad participation from across ALA.

The Task Force decided to focus on identifying the applicable technologies, describing these and their possible impacts. The group did not see policy development as part of the charge. Because the Association has always taken a strong stand on patron privacy, and considering that there are already a number of privacy policy statements promulgated by the Association, the Task Force believes that reaffirmation, reinforcement, and repetition of previous stands may be adequate. Additional information and policy dissemination efforts may help to communicate the Association's concerns more broadly.

FINDINGS

The report identifies the following areas where technology is having a particular impact on patron privacy and confidentiality.

Law and Legislation

In most states, the law protects the confidentiality of library records to some degree. Generally, these laws protect circulation and registration records containing personal names. Many also protect information on the "use of library materials." Not all state laws are written in such a way that we can assume that they protect the privacy of patrons using online resources.

Library Systems

Libraries need to be concerned about computer system security as part of their commitment to patron privacy. This means that libraries must be able to protect user records, both electronic and paper, from unauthorized access. User records have also expanded beyond the standard lists of library cardholders and circulation records as libraries begin to use electronic communication methods such as electronic mail for reference services, and as they provide access to computer, web and printing use.

Library systems must be able to authenticate users while keeping user activities confidential. Some institutions require a user logon for all computer access, potentially creating a record of all online activity, even catalog browsing. Libraries that provide materials over web sites controlled by the library must determine the appropriate use of any data describing user activity logged or gathered by the Web server software.

Internet Access in Libraries

This is an area of great concern because libraries have limited influence over the privacy practices of World Wide Web sites on the public access Internet. The threats to patron privacy take many forms, including:

> User tracking by remote sites
> This is ameliorated by the fact the library computer connections are usually shared by many patrons so that it is unlikely that specific individuals will be identified. However, data is being gathered and patrons need to be aware of that.
>
> Users giving out personal information online
> Users may voluntarily reveal personal information to take advantage of personalization features of web sites, to subscribe to services, to participate in interactive communications, and to purchase items online.
>
> Logs or caches of user activity, in online form or as backups
> Unless steps are taken by the library, subsequent users at a library computer may be able to see some traces of activity of previous users.
>
> Screen view privacy
> Patrons have a reasonable right to access information privately while in the library. Computer screens may be readily visible to other patrons.

Libraries should inform patrons of the potential for loss of privacy with Internet use and encourage safe Internet use practices.

Library Support for Patron Privacy

While libraries have historically supported patron privacy, substantial anecdotal evidence suggests that our user community is not aware of this strong stance. And as libraries have moved into the internet world, providing extensive access to quality internet access through the library's website or portal, few libraries have adopted the practice of communicating with its users through a link to the library's policies on privacy from its web pages.

Access to Remote Resources Provided by Library

Libraries increasingly contract for information resources that are stored remotely and are under the control of a vendor. Care must be taken to include patron privacy measures in the license between the library and the vendor. Vendors may be reluctant to forego the gathering of marketing and usage data, but libraries may need to insist on patron privacy measures.

New features are being developed that allow users to personalize their use of remote information, to e-mail retrieved items to themselves, or to purchase items like article reprints. These features necessarily link the activity to the individual user, and create a record of the use. Great care must be taken to provide confidentiality in this environment

where the library has the ability to do so, or care must be taken to inform users of privacy implications of such use where the library does not have the necessary control.

Library Employee Privacy

In addition to its obligation to its users, libraries must be aware of employee privacy as well. Monitoring of employee activities for "quality control" may be an invasion of employee privacy if it is not made known as a policy. As employees begin to use online communication to interact with patrons, the patron's privacy is also at risk. The policies and practices of parent institutions may also come into play. The best course here is for libraries and their parent institutions to have a written policy that says what privacy the employee and patrons can realistically expect.

CONCLUSIONS

The effort to protect patron privacy should be clearly supported by ALA policy. Access to Electronic Information, Services, and Networks: An Interpretation of the *Library Bill of Rights* contains strong statements on the end goals of confidential use of library information resources and intellectual freedom in the current environment. ALA policy statements on the confidentiality of library records focus on circulation data. ALA may wish to revise these statements to include a wider range of data. Of particular concern is the pervasive gathering of "marketing information" or tracking online usage by third parties.

Libraries have some influence over the technical products and services that are marketed primarily to libraries (library automation systems, some content vendors focused on libraries). Carefully written license agreements and contracts are important tools in insuring that patron privacy is protected by the products and services we buy.

Libraries should take a proactive role in communicating their privacy commitment to their user communities through policy statements on library websites as well as through other traditional communication channels.

Libraries must be especially diligent in all areas where they use and control technology-based information systems. Because libraries have stronger user privacy concerns than many other institutions, our needs will often not be met by software as it is configured "out of the box."

Libraries have an important role in educating the public about privacy, especially where the libraries provide access to technology. Public education and library policies can empower users even in the open access Internet. ALA should consider creating model privacy policies, instructional materials, and privacy "best practices" documents for libraries.

Librarians, as individuals and through their library associations, can influence public policy on privacy. State laws on the confidentiality of library records may need to be extended to cover new technologies, or revised to be technology neutral. Librarians can participate in the creation of standards and new technologies that take privacy

considerations into account. Librarians can advocate the importance of privacy through standards bodies and ad hoc groups that allow public participation and comment.

RECOMMENDATIONS

In reviewing the conclusions of the Task Force Study, three recommendations emerge which we submit for ALA Council review and possible action. These are:

1. That ALA revise its policy statements related to Confidentiality of Library Records (rev. 1986) and Concerning Confidentiality of Personally Identifiable Information About Library Users (1991) in order to specifically and appropriately incorporate internet privacy.

2. That ALA develop model privacy policies, instructional materials, and privacy "best practices" documents for libraries.

3. That ALA urge that all libraries adopt a privacy statement on web pages and post privacy policies in the library which cover the issues of privacy in internet use as accessed through the library's services.

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948.
Amended February 2, 1961, and January 23, 1980,
inclusion of "age" reaffirmed January 23, 1996,
by the ALA Council.

ALA American Library Association

Privacy:

An Interpretation of the Library Bill of Rights

Introduction

Privacy is essential to the exercise of free speech, free thought, and free association. The courts have established a **First Amendment** right to receive information in a publicly funded library.[1] Further, the courts have upheld the right to privacy based on the Bill of Rights of the U.S. Constitution.[2] Many states provide guarantees of privacy in their constitutions and statute law.[3] Numerous decisions in case law have defined and extended rights to privacy.[4]

In a library (physical or virtual), the right to privacy is the right to open inquiry without having the subject of one's interest examined or scrutinized by others. Confidentiality exists when a library is in possession of personally identifiable information about users and keeps that information private on their behalf.[5]

Protecting user privacy and confidentiality has long been an integral part of the mission of libraries. The ALA has affirmed a right to privacy since 1939.[6] Existing ALA policies affirm that confidentiality is crucial to freedom of inquiry.[7] Rights to privacy and confidentiality also are implicit in the ***Library Bill of Rights***'[8] guarantee of free access to library resources for all users.

Rights of Library Users

The *Library Bill of Rights* affirms the ethical imperative to provide unrestricted access to information and to guard against impediments to open inquiry. Article IV states: "Libraries should cooperate with all persons and groups concerned with resisting abridgement of free expression and free access to ideas." When users recognize or fear that their privacy or confidentiality is compromised, true freedom of inquiry no longer exists.

In all areas of librarianship, best practice leaves the user in control of as many choices as possible. These include decisions about the selection of, access to, and use of information. Lack of privacy and confidentiality has a chilling effect on users' choices. All users have a right to be free from any unreasonable intrusion into or surveillance of their lawful library use.

Users have the right to be informed what policies and procedures govern the amount and retention of personally identifiable information, why that information is necessary for the library, and what the user can do to maintain his or her privacy. Library users expect and in many places have a legal right to have their information protected and kept private and confidential by anyone with direct or indirect access to that information. In addition, Article V of the *Library Bill of Rights* states: "A person's right to use a library should not be denied or abridged because of origin, age, background, or views." This article precludes the use of profiling as a basis for any breach of privacy rights. Users have the right to use a library without any abridgement of privacy that may result from equating the subject of their inquiry with behavior.[9]

Responsibilities in Libraries

The library profession has a long-standing commitment to an ethic of facilitating, not monitoring, access to information. This commitment is implemented locally through development, adoption, and adherence to privacy policies that are consistent with applicable federal, state, and local law. Everyone (paid or unpaid) who provides governance, administration, or service in libraries has a responsibility to maintain an environment respectful and protective of the privacy of all users. Users have the responsibility to respect each others' privacy.

For administrative purposes, librarians may establish appropriate time, place, and manner restrictions on the use of library resources.[10] In keeping with this principle, the collection of personally identifiable information should only be a matter of routine or policy when necessary for the fulfillment of the mission of the library. Regardless of the technology used, everyone who collects or accesses personally identifiable information in any format has a legal and ethical obligation to protect confidentiality.

Conclusion

The American Library Association affirms that rights of privacy are necessary for intellectual freedom and are fundamental to the ethics and practice of librarianship.

[1] Court opinions establishing a right to receive information in a public library include ***Board of Education. v. Pico, 457 U.S. 853 (1982)***; ***Kreimer v. Bureau Of Police For The Town Of Morristown, 958 F.2d 1242 (3d Cir. 1992)***; and ***Reno v. American Civil Liberties Union, 117 S.Ct. 2329, 138 L.Ed.2d 874 (1997)***.

[2] See in particular the **Fourth Amendment**'s guarantee of "[t]he right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures," the **Fifth Amendment**'s guarantee against self-incrimination, and the **Ninth Amendment**'s guarantee that "[t]he

enumeration in the Constitution, of certain rights, shall not be construed to deny or disparage others retained by the people." This right is explicit in Article Twelve of the **Universal Declaration of Human Rights**: "No one shall be subjected to arbitrary interference with his privacy, family, home or correspondence, nor to attacks upon his honour and reputation. Everyone has the right to the protection of the law against such interference or attacks." See: **http://www.un.org/Overview/rights.html**. This right has further been explicitly codified as Article Seventeen of the "**International Covenant on Civil and Political Rights**," a legally binding international human rights agreement ratified by the United States on June 8, 1992. See: **http://www.unhchr.ch/html/menu3/b/a_ccpr.htm**.

[3] Eleven state constitutions guarantee a right of privacy or bar unreasonable intrusions into citizens' privacy. Forty-eight states protect the confidentiality of ibrary users' records by law, and the attorneys general in the remaining two states have issued opinions recognizing the privacy of users' library records. See: **State Privacy Laws**.

[4] Cases recognizing a right to privacy include: ***NAACP v. Alabama*, 357 U.S. 449 (1958)**; ***Griswold v. Connecticut* 381 U.S. 479 (1965)**; ***Katz v. United States*, 389 U.S. 347 (1967)**; and ***Stanley v. Georgia*, 394 U.S. 557 (1969)**. Congress recognized the right to privacy in the **Privacy Act of 1974 and Amendments (5 USC Sec. 552a)**, which addresses the potential for government's violation of privacy through its collection of personal information. The Privacy Act's "Congressional Findings and Statement of Purpose" state in part: "the right to privacy is a personal and fundamental right protected by the Constitution of the United States." See: **http://caselaw.lp.findlaw.com/scripts/ts_search.pl?title=5&sec=552a**.

[5] The phrase "Personally identifiable information" was established in ALA policy in 1991. See: **Policy Concerning Confidentiality of Personally Identifiable Information about Library Users**. Personally identifiable information can nclude many types of library records, for instance: information that the library equires an individual to provide in order to be eligible to use library services or borrow materials, information that identifies an individual as having requested or obtained specific materials or materials on a particular subject, and information that is provided by an individual to assist a library staff member to answer a specific question or provide information on a particular subject. Personally dentifiable information does not include information that does not identify any ndividual and that is retained only for the purpose of studying or evaluating the use of a library and its materials and services. Personally identifiable information does include any data that can link choices of taste, interest, or research with a specific individual.

Article Eleven of the *Code of Ethics for Librarians* (1939) asserted that "It is the ibrarian's obligation to treat as confidential any private information obtained

through contact with library patrons." See: **Code of Ethics for Librarians (1939)**. Article Three of the current **Code** (1995) states: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted." See: **http://www.ala.org/alaorg/oif/ethics.html**.

[7] See these ALA Policies: **Access for Children and Young People to Videotapes and Other Nonprint Formats**; ***Free Access to Libraries for Minors***; ***Freedom to Read*** (**http://www.ala.org/alaorg/oif/freeread.html**); ***Libraries: An American Value***; the newly revised **Library Principles for a Networked World**; **Policy Concerning Confidentiality of Personally Identifiable Information about Library Users**; ***Policy on Confidentiality of Library Records***; ***Suggested Procedures for Implementing Policy on the Confidentiality of Library Records***.

[8] Adopted June 18, 1948; amended February 2, 1961, and January 23, 1980; inclusion of "age" reaffirmed January 23, 1996, by the ALA Council. See: **http://www.ala.org/work/freedom/lbr.html**.

[9] Existing ALA Policy asserts, in part, that: "The government's interest in library use reflects a dangerous and fallacious equation of what a person reads with what that person believes or how that person is likely to behave. Such a presumption can and does threaten the freedom of access to information." **Policy Concerning Confidentiality of Personally Identifiable Information about Library Users**

[10] See: ***Guidelines for the Development and Implementation of Policies, Regulations and Procedures Affecting Access to Library Materials, Services and Facilities***.

Adopted June 19, 2002, by the ALA Council.

[ISBN 0-8389-8208-5]

Links to non-ALA sites have been provided because these sites may have information of interest. Neither the American Library Association nor the Office for Intellectual Freedom necessarily endorses the views expressed or the facts presented on these sites; and furthermore, ALA and OIF do not endorse any commercial products that may be advertised or available on these sites.

Related Files

Questions and Answers on Privacy and Confidentiality (RTF)
Questions and Answers on Privacy and Confidentiality (DOC)
Questions and Answers on Privacy and Confidentiality (PDF File)
Privacy Interpretation (RTF)
Privacy Interpretation (DOC)
Privacy Interpretation (PDF File)

Related Links

Questions and Answers on Privacy and Confidentiality
Adobe Reader

FILE NO. 022047 RESOLUTION NO. ____________

APPENDIX E

[Resolution opposing the USA PATRIOT Act and related Executive Orders]

Resolution opposing the USA PATRIOT Act and related Executive Orders.

WHEREAS, the City of San Francisco houses a diverse population, including citizens of other nations whose contributions to the community are vital to its character and function; and

WHEREAS, the United States Constitution guarantees all persons living in the United States fundamental rights including freedom of religion, speech, assembly and privacy; protection from unreasonable searches and seizures; due process and equal protection to any person; equality before the law and the presumption of innocence; access to counsel in judicial proceedings; and a fair, speedy and public trial; and,

WHEREAS, the USA PATRIOT Act signed by President George W. Bush on October 26, 2001 has a number of provisions that contradict the above mentioned inalienable rights and fundamentally alters the nature of our civil liberties while doing little to increase public safety; and,

WHEREAS, examples of the provisions of the USA PATRIOT Act and Executive Orders that may violate the Constitution and the rights and civil liberties of San Francisco residents are as follows:

- Significantly expands the government's ability to access sensitive medical, mental health, financial and educational records about individuals, and lowers the burden of proof required to conduct secret searches and telephone and internet surveillance

Supervisor Jake McGoldrick
BOARD OF SUPERVISORS

- Gives law enforcement expanded authority to obtain library records, and prohibits librarians from informing patrons of monitoring or information requests
- Gives the Attorney General and the Secretary of State the power to designate domestic groups, including religious and political organizations as "terrorist organizations"
- Grants power to the Attorney General to subject citizens of other nations to indefinite detention or deportation even if they have not committed a crime
- Authorizes eavesdropping of confidential communications between attorneys and their clients in federal custody
- Limits disclosure of public documents and records under the Freedom of Information Act; and

WHEREAS, Department of Justice interpretations of this Act and these Executive Orders particularly target Muslims, persons of Middle Eastern and South Asian descent and citizens of other nations, and thereby encouraging racial profiling by law enforcement and hate crimes by individuals in our community; now, therefore, be it

RESOLVED, that the City of San Francisco affirms its strong opposition to terrorism, but also affirms that any efforts to end terrorism not be waged at the expense of the fundamental civil rights and liberties of the people of San Francisco, the United States and other countries; and, be it

FURTHER RESOLVED, that the City of San Francisco affirms the rights of all people, including United States citizens and citizens of other nations, living within the City in accordance with the Bill of Rights and the Fourteenth Amendment of the U.S. Constitution; and, be it

FURTHER RESOLVED, that, to the extent legally possible, no City employee or department shall officially assist or voluntarily cooperate with investigations, interrogations, or

arrest procedures, public or clandestine, that are in violation of individuals' civil rights or civil liberties as specified in the above Amendments of the United States Constitution; and be it

FURTHER RESOLVED that the San Francisco Board of Supervisors calls upon all private citizens and organizations, including residents, employers, educators, and business owners, to demonstrate similar respect for civil rights and civil liberties, especially but not limited to conditions of employment and cooperation with investigations; and be it

FURTHER RESOLVED that the City and County of San Francisco call on our United States Representatives and Senators to monitor the implementation of the Act and Orders cited herein and actively work for the repeal of the Act and those Orders that violate fundamental rights and liberties as stated in the United States Constitution and its Amendments.

APPENDIX F

LIBRARY COMMISSION RESOLUTION 2/03 as approved February 4, 2003

RESOLUTION OF THE SAN FRANCISCO PUBLIC LIBRARY COMMISSION PROTECTING LIBRARY USERS RIGHTS TO PRIVACY AND CONFIDENTIALITY

WHEREAS, the San Francisco Public Library Commission is deeply concerned about the ramifications of the Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001 (USA Patriot Act) as it affects the privacy of San Francisco Public Library users; and

WHEREAS, Sections 214 – 216 of the USA Patriot Act, give law enforcement agencies expanded authority to:

- Obtain library records
- Secretly monitor all electronic communication, and
- Prohibit libraries and librarians from informing users of such monitoring or information requests; and

WHEREAS, the San Francisco Public Library Commission is strongly opposed to terrorism, we also affirm that efforts to combat terrorism need not violate civil rights guaranteed under the First and Fourth Amendments to the Constitution of the United States; and

WHEREAS, public libraries, and specifically the San Francisco Public Library, champion intellectual freedom and must guard library users' rights to privacy in the exercise of that freedom, and must safeguard the civil liberties that have gone hand in hand with the San Francisco Public Library's role in the community; and

WHEREAS, the American Library Association's (ALA) Library Bill of Rights, affirmed as policy by the San Francisco Library Commission in January 1998, asserts that:

- Libraries should challenge censorship in the fulfillment of their responsibility to provide information; and
- Libraries should resist abridgement of free expression and free access to ideas; and
- The "Shadow of Fear" caused by government intrusion into library records breeds self-censorship; and

WHEREAS, the San Francisco Library Commission honors the diversity of San Francisco's people, cherishes the richness this diversity brings, and is offended by targeting or profiling any particular racial, ethnic, cultural, political, or religious group in government investigations; and

WHEREAS, it is the responsibility of public libraries and librarians, as guardians of the public's freedom to read and right to access information, to contest encroachments upon those freedoms by individuals, groups, or the government; and

WHEREAS, the San Francisco Board of Supervisors has adopted a resolution directing City departments to avoid any abridgment of San Franciscans' constitutional rights that could result from law enforcement use of provisions of the USA Patriot Act; and

WHEREAS, the American Library Association has also adopted a resolution in opposition to the USA Patriotic Act; now therefore, be it

RESOLVED, that the San Francisco Public Library Commission stands firmly behind the principles of the public's right to access information and freedom to read; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission views the right to seek and receive information as inherent in the exercise of freedom of speech, and that the Commission views any attempt to obstruct expression and exploration as a violation of the spirit and practice of intellectual freedom that amounts to censorship; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission supports the American Library Association (ALA) guidelines to avoid creating and maintaining unnecessary records. Specifically the San Francisco Public Library Commission supports the San Francisco Public Library's administrative policies that champion the confidentiality of user records and agree with the Library's regular practice of purging user files and circulation records; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission supports the City Librarian's instructions to library staff as a result of recent developments to refer any requests from law enforcement agencies to the City Librarian's Office; and be it

FURTHER RESOLVED that the San Francisco Public Library Commission encourages the City Librarian to take steps to strengthen the Library's circulation and electronic systems and processes to further protect user privacy; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission joins with the American Library Association, the San Francisco Board of Supervisors and San Francisco 's citizens to prevent breaches of user privacy and the disruption of library users' First and Fourth Amendment rights;and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission encourages the San Francisco Public Library to take an active role in clarifying these issues and educating all parties in the interest of the right to know, the right to access, and the freedom to read; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission opposes Sections 214 – 216 of the USA Patriot Act and supports the efforts of the American Library Association and the San Francisco Board of Supervisors to address the broad scope of civil rights violations engendered by certain provisions of the USA Patriot Act

San Francisco Public Library

San Francisco Public Library Privacy Policy

Staff Procedures:

1. Staff will post signs in any library facility using RFID informing the public that RFID technology is in use and the types of usage. The sign will include a statement of protection of privacy and will explain how RFID works in the library, as well as the potential privacy risks related to RFID use in the library.
2. Requests made to staff by law enforcement for Library records are to be immediately referred to the Office of the City Librarian.
3. Requests made to staff by representatives of the federal government under the USA PATRIOT Act are to be immediately referred to the Office of the City Librarian, who will refer the request to the Board of Supervisors.
4. Future *View Your Record* features will be implemented only if those features comply with current user controls (no administrative access and user option to select and delete information).

San Francisco Public Library

WHEREAS, the San Francisco Public Library Commission is pleased to RECOGNIZE, HONOR, and COMMEND the many significant contributions which State Librarian Emeritus and former City Librarian of San Francisco DR. KEVIN STARR has made to improve California libraries during his years of service and leadership; and

WHEREAS, the invaluable civic contributions of scholar Librarian DR. KEVIN STARR, a highly respected historian, author, journalist and University Professor at the University of Southern California, teaching in its History Department, and as a noted commentator on current events have significantly enhanced the prosperity, cultural, economic, political, and social enrichment of our State and City and well being of the people of San Francisco, the Bay Area, and indeed all California; and

WHEREAS, the San Francisco Public Library Commission SALUTES California State Librarian Emeritus and former City Librarian of San Francisco DR. KEVIN STARR, as an outstanding exemplar of the high ideals of professional achievement, personal character, and community leadership at its regular meeting on June 3, 2004;

THEREFORE, Be It Resolved that the SAN FRANCISCO PUBLIC LIBRARY COMMISSION, The SAN FRANCISCO PUBLIC LIBRARY and its USERS in RECOGNITION and HONOR of his outstanding exemplary leadership and dedicated hard work and in recognition of his designation as the California State Librarian Emeritus do hereby RECOGNIZE, HONOR, and COMMEND

DR. KEVIN STARR

*In Witness Whereof, I have hereunto
set my hand and caused the seal of the
San Francisco Public Library Commission
to be affixed.*

CHARLES A. HIGUERAS, A.I.A.

Date: June 3, 2004

To: San Francisco Public Library Commission

From: Deborah Doyle, BALIS SAB Representative

Re: Bay Area Library & Information System (BALIS)
System Advisory Board (SAB) Report
October 2003–May 2004

I BACKGROUND

A. What is BALIS?

BALIS is an organization of public libraries created to enhance local library and information services through cooperative resource sharing. It is one of fifteen such cooperatives in California that help their members share the resources to better serve library users. The BALIS service area covers three counties: Alameda, Contra Costa and San Francisco, with a combined population of approximately three million. The member libraries of BALIS include: Alameda Free Library, Alameda County Library, Berkeley Public Library, Contra Costa County Library, Hayward Public Library, Livermore Public Library, Oakland Public Library, Pleasanton Public Library and the San Francisco Public Library.

BALIS is a public entity established under authority of the California Library Services Act (CLSA). It is governed by an Administrative Council made up of the nine member library directors.

BALIS helps coordinate an interlibrary loan (ILL) network by which members can share books and materials, greatly expanding the resources available to local library users. BALIS also provides delivery for materials exchanged through the ILL network.

Its Reference Center provides reference services to libraries, as well as directories, location tools and reference sources for member libraries.

BALIS offers continuing education and staff development activities for library staff.

BALIS is the vehicle for member libraries to identify and address issues of common concern.

BALIS seeks funds and coordinates collaborative processes that maintain each member library's ability to design programs that best serve local needs. Examples of successful projects include long-range planning for member libraries, internet-search training for library personnel, youth-at-risk service planning for member libraries, purchasing services for ethnic materials collection development. BALIS libraries are currently involved in an Automated Catalog Linking project.

BALIS has four committees and four forums, composed of representatives from the member libraries. The standing committees are Children's Services, Public Information, Reference, and Staff Development. The forums meet quarterly to discuss issues relating to Collection Development, Interlibrary Loan, Senior Services, and Teen Services.

In July 1996, BALIS, Peninsula Library System (PLS) and Silicon Valley Library System (SVLS) entered into an agreement to share administrative and reference staff. The administrative office is located in San Mateo while the main Reference Center is in San Jose, with a branch in San Francisco.

State, federal and local sources provide funding for BALIS operations. In addition, federal agencies and the private sector often provide special program and planning grants.

B. What is the SAB?
Each CLSA Cooperative Library System has an Advisory Board. Its board members are appointed by each member jurisdiction within the System and represent public users within the System service area. A System Advisory Board does not administer the programs of the Act; rather its role is to advise. The intent of this program is to encourage citizen participation in the development of CLSA programs; it offers an opportunity for lay SAB members to give advice and assistance to the System Administrative Council.

II. SAB PURPOSE & DUTIES

A. Purpose: The SAB assists the Administrative Council in developing the system annual plan of service; advises the Council on the need for services and programs; and assists in evaluating the system's services.

B. Duties: The duties of the System Advisory Board may include but are not limited to:
1. Assisting the Administrative Council in developing the system plan of service.
2. Advising the Administrative Council on the needs for services and programs.
3. Assisting in the evaluation of services provided by the system.
4. Establishing and maintaining communication with the BALIS Administrative Council.

C. System Plan of Service
1. BALIS SAB 2004-05 (Attachment)

III. SAB MEMBERS

A. Appointment Process
1. The governing body of the member jurisdiction makes appointment (in SF, the Board of Supervisors).
2. The appointing jurisdiction shall ensure that appointment represents the public at large and of the underserved residents in the system service area.
3. The term of an appointment is two years; a member may serve no more than two consecutive terms.

B. Composition: Of the current membership, three serve as commissioners or trustees, four serve on the board of a library support organization, one is a civil servant who is enrolled in an MLS program and one member will be starting an MLS program in the fall.

Alameda City: Marc Lambert
Alameda County: Eddie Jo Mack, Chair
Berkeley: (Position vacant)
Contra Costa: Betty Weibert
Hayward: Dr. Ilene Rockman
Livermore: Dan Swinbank
Oakland: (appointment pending)
Pleasanton: Joan Leighty
San Francisco: Deborah Doyle (past Chair)

IV MEETINGS

A. Legal Requirement: Minimum of four times a year

B. General Practice: Bi-monthly, one of which is a joint meeting with the BALIS Administrative Council.

C. The BALIS SAB, adjourned for the summer months, will meet next in September.

V. ACTIVITIES

A. WORKSHOPS

The SAB, with the SABs of the Peninsula Valley System and Silicon Valley Library System, hosted an advocacy workshop for regional library support groups at the SFPL on February 1, 2004, featuring a keynote speech by Ann Cain, the Contra Costa Library Director. The SABs will host a workshop on June 19 that discusses library Friends and Foundations as well as other library fundraising issues. Speakers will include Deborah Doyle and Linda Crow, Executive Director of BALIS.

B. JOINT MEETINGS

The 2004 joint meeting of the SAB and Administrative Council featured an overview of the BALIS National Library Week PR campaign.

C. EVALUATION & PLANNING

The SAB reviewed the BALIS plan of service. It also evaluated its own activities and sets objectives for 2004-05.

D. OTHER ACTIVITIES

SAB members also attended Administrative Council meetings, the annual CLA convention, workshops given by CALTAC or other library-related organizations, Legislative Day in the District and Legislative Day in Sacramento.

CALIFORNIA LIBRARY SERVICES ACT
System Plan of Service, FY 2004/2005
System Advisory Board Program

1. System Name

Bay Area Library & Information System

2. Objectives

The System Advisory Board advises the Administrative Council and staff about system programs and acts as a communications channel for the local library.

A. Meetings

1. An orientation will be held in September for new and continuing members.
2. One or more Administrative Council members will attend each SAB meeting.
3. At least 50% of the SAB members will attend workshops appropriate to serving as a Board member.
4. All SAB members will have the opportunity to attend local BALIS workshops.
5. SAB members will receive all Administrative Council agendas and may attend.

B. Meeting Content

1. Provide opportunities for ongoing self-education through topical meetings, including:
   a. Friends and foundation activities
   b. State legislative initiatives and legislation
2. Include time for SAB members to ask questions and/or exchange information about system services.

C. Presentations and Activities

1. The SAB will work with PLS and SVLS to develop a workshop focused on fund raising for friends' groups and foundations.
2. The SAB members from BALIS, SVLS and PLS will have a Saturday morning breakfast to discuss issues of mutual interest.
3. Schedule a dinner with the Administrative Council with a speaker on a current library issue.

D. Legislative Activities

1. Consider methods for building links with local, state and federal legislators in order to raise awareness of library issues both local and statewide.
2. Attend CLA Legislative Day and/or Day in the District.

E. Planning and Evaluation

1. Participate in planning and evaluation of SAB objectives for FY 2004/05.
2. Evaluate activities for the year and make recommendations as appropriate.
3. Review the system annual Plan of Service and make recommendations to the Administrative Council.

3. Inventory of Available Resources

A. Orientations and presentations on system programs at SAB meetings
B. System Advisory Board manual
C. Access to meeting rooms
D. Secretarial services
E. BALIS Administrative Council agenda and minutes
F. CLA Newsletter
G. State Library Newsletter
H. Friends and Foundations of California Libraries Newsletter
I. CALTAC Newsletter
J. CALTAC Workshops
K. Administrative Council's expertise in working with citizen boards
L. The experience of SAB members who have served as friends of libraries, members of library boards, and participants in other community activities

4. Plan of Action

Time	Activity
Ongoing	System Administration staff sends copies of newsletters, memos, Council minutes and agendas, workshop announcements, and other information to SAB members
August	System Director and staff update orientation materials as necessary
September	Elect Chair SAB orientation program and review session

November	Regular SAB meeting CLA Conference
February	Regular SAB meeting or joint workshop
March	Develop SAB Plan of Service BALIS/PLS/SVLS breakfast meeting
May	Review and approve Plan of Service for next fiscal year Conduct self-evaluation for concluding fiscal year Appoint Nominating Committee
Spring	Joint annual dinner with the Administrative Council

5. User Benefits Expected

A. Citizens' advice to BALIS Administrative Council on current and future programs.
B. Improved communication to and from local libraries and library user community.
C. Increased awareness of library issues and library needs in general, and BALIS issues and needs specifically.

6. Evaluation

Objectives are evaluated by keeping records of attendance at SAB and other meetings and by reviewing the agenda and minutes of SAB meetings. The SAB also conducts a self-evaluation at its last meeting of the fiscal year by discussing their activities, the impact of these activities, and their feelings about serving on the System Advisory Board.

7. Related Non-CLSA Activities

The SAB is kept informed of the System's activities which are not part of CLSA and is asked for input regarding these programs.

CALIFORNIA LIBRARY SERVICES ACT

Estimated Workload

System Advisory Board Program, FY 2004/05

a. Number of members on Advisory Board 8

b. Number of Advisory Board meetings to be held 6

c. Estimated number of System meetings/events which SAB members will attend 6

d. Estimated number of miles to be traveled annually, all members 1,000

e. Estimated number of overnight stays required, all members 0

San Francisco Public Library Commission
100 Larkin Street, San Francisco, CA 94102-4733
Phone 415.557.4233, Fax 415.557.4240

DOCUMENTS DEPT.
SEP - 9 2004
SAN FRANCISCO
PUBLIC LIBRARY

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pproved

Gavin Newsom
Mayor

Charles A. Higueras, A.I.A.
President

Carol Steiman
ice President

Ielen Marte Bautista
onnie K. Chin
teven A. Coulter
ran A. Streets
borah Strobin
missioners

usan Hildreth
ity Librarian

lichael Housh
ommission Secretary

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Minutes of the regular meeting of Thursday, June 3, 2004
(As approved amended September 2, 2004)

The San Francisco Public Library Commission held a regular meeting on Thursday, June 3, 2004 in the Koret Auditorium, Main Library.

The meeting was called to order at 4:05pm.

The following members were present: Commissioners Bautista, Chin, Coulter, Higueras, Steiman, and Strobin.

Commissioner Streets was excused attendance.

AGENDA ITEM #1 PUBLIC COMMENT

An anonymous member of the public commented on the importance of the search for a new City Librarian and about the history of previous City Librarians.
Mr. Peter Warfield discussed the new Seattle Main Library, noted the Library had been in the news, and commented about his comments to the Sunshine Ordinance Task Force concerning remarks he attributed to President Higueras.
Mr. David Pilpel, Sunshine Ordinance Task Force, lauded the Library's "Shades of the Sunset" neighborhood history program thanking the Friends of the Library for supporting it, and thanked City Librarian Susan Hildreth for her exemplary service to San Francisco.

AGENDA ITEM #2 APPROVAL OF THE MINUTES OF April 1, 2004

Public comment on AGENDA ITEM #2 APPROVAL OF THE MINUTES OF April 1, 2004

An anonymous member of the public noted that this was the second time these minutes were proposed for approval, noted that there were two different draft versions of these minutes available, and expressed shock at the lack of detail in reporting of the RFID discussions.
Mr. Peter Warfield expressed dismay that there had been two drafts of the revised April 1st minutes and that it was difficult to distinguish changes, and found that the revised minutes left out many details about the RFID presentations. Mr. Warfield also felt many of his comments during the meeting were not accurately reported or had been left out.

COMMISSION discussion of AGENDA ITEM #2 APPROVAL OF THE MINUTES OF APRIL 1, 2004

The Secretary noted draft minutes were always subject to change by the Commission prior to adoption and that he would annotate future drafts so as to make changes between drafts more evident. In response to President Higueras' questions the Secretary clarified which RFID presentations were being addressed in these minutes.

MOTION: by Commissioner Chin, 2nd Commissioner Bautista for approval of the Minutes of the regular meeting of April 1, 2004 as revised.

Approved by the following vote:

ACTION: 5-0 AYE (Bautista, Chin, Coulter, Higueras, and Strobin)

AGENDA ITEM #3 APPROVAL OF THE MINUTES OF May 6, 2004

Public comment on AGENDA ITEM #3 APPROVAL OF THE MINUTES OF MAY 6, 2004

An anonymous member of the public found these minutes largely inaccurate, citing reported public comments offered by this individual that this person did not make at that meeting. It was noted that instead this person had discussed remarks attributed to President Higueras and that what if the minutes were not intended as a joke, and noted that the Commission's minutes were widely distributed and read.
Mr. Peter Warfield noted that these minutes correctly identified which RFID presentation was discussed, cited Commission comments on the RFID discussions, and found serious problems with the reporting of public comments about the Library's Privacy Policy, and decried use of the term "woefully" in his reported comments about the Privacy Policy.

COMMISSION discussion of AGENDA ITEM #3 APPROVAL OF THE MINUTES OF MAY 6, 2004

The Secretary proposed to review the meeting tape again and correct any error in reporting of the anonymous member of the publics' reported public comment. Commissioner Coulter noted that he thought that he had been the maker of the motion concerning the Library Commission's decision to explore implementation of RFID. Commissioner Coulter further suggested that the Commission's intent go carefully and thoughtfully forward with minimal first stage funding on RFID and encourage those concerned with RFID to work in partnership with the Library to pioneer addressing these issues for the library world be made more clear in the minutes.

MOTION: by Commissioner Coulter, 2nd Commissioner Bautista for approval of the Minutes of the regular meeting of May 6, 2004 as amended regarding the cited public comment and with further clarification of the RFID discussion by the Secretary to address the points raised by Commissioner Coulter.

Approved by the following vote:

ACTION: 6-0 AYE (Bautista, Chin, Coulter, Higueras, Steiman, and Strobin)

AGENDA ITEM #4 CITY LIBRARIAN'S REPORT

The City Librarian reported on the following subjects: the enactment of the library citizen's advisory committee; the Library 125th Anniversary; a Prop. E (Library Preservation Fund 1994) lawsuit; status of the Branch Library Improvement Program Advisory Committee; the Friends of the Library lease; a BALIS Advisory Board vacancy; the Mission Branch lobby reconfiguration; Chinatown Branch carpeting; and exhibits and programs (copy attached) Ms. Hildreth also reported Planning Commission approval for a conditional use permit for the new Ingleside Branch Library.

Public comment on AGENDA ITEM #4 CITY LIBRARIAN'S REPORT

An anonymous member of the public commented on the Library's 125th celebrations recalling those in honor of its centennial, and reported that they had lost their lawsuit against the Library concerning Prop. E expenditures this person also expressed disappointment at the demise of the BLIP Advisory Committee, and looked forward to the library citizen's advisory committee.
Ms. Sue Cauthen commented on the reasons upon which the Mayor had declined to sign the Board of Supervisors' legislation creating a library citizen's advisory committee.
Mr. Peter Warfield commented on the many reported 125th Anniversary activities and discussed the Board of Supervisors creation of a library citizen advisory committee. Mr. Warfield also commented on implications of the loss of the lawsuit against the Library.

Commission discussion of AGENDA ITEM #4 CITY LIBRARIAN'S REPORT

President Higueras and Commissioner Bautista applauded the hard work staff had provided in making a success of the celebrations honoring the San Francisco Public library's 125th Anniversary. In response to President Higueras' question, the City Librarian reported that it was expected that the Friends would complete their office relocation this Fall.

AGENDA ITEM #5 2004/05 LIBRARY BUDGET

(Library Finance Director George Nichols reported to the Commission concerning the Mayor's Budget proposal for the Library as submitted to the Board of Supervisors). Copy attached

Library Finance Director George Nichols presented a detailed update report on the Library's proposed $58.972 million 2004/05 Budget as submitted by the Mayor to the Board of Supervisors for their consideration. Mr. Nichols reported good news that revenues had been better than expected and that while some costs were also greater than expected the additional revenues meant that there would be fewer reductions and less need to use funds from the Library's reserve. The Library Finance Director reported the budget balanced with an additional increase in funds to the book budget. Mr. Nichols cautioned the Commissioners that it was highly likely that several anticipated baseline budget cost increases would require that the Library carefully review all of its programs and services to prepare for continued difficult budget challenges certain to occur in the next few years.

Public comment on AGENDA ITEM #5 2004/05 LIBRARY BUDGET

An anonymous member of the public found the report sobering and expressed concern that the manner in which library services had been defined might encourage Board of Supervisors initiatives to expend library funds elsewhere. This person noted that the budget for the City Librarian search was lower that an amount previously budgeted , suggested that a new City Librarian might reconsider RFID, and applauded more funds for books.
Mr. Peter Warfield complained that the report had not been available prior to the meeting and cited a number of budget items he suggested the Commission should review. Mr. Warfield also questioned elimination of the work order to the Tax Collector for materials recovery, and asked for more information about POE related projects.

Commission discussion of AGENDA ITEM #5 2004/05 LIBRARY BUDGET

Vice President Steiman noted that there had been many discussions of and reports on the Post Occupancy Evaluation (POE) Report related Main Library projects. The City Librarian noted that an unsuccessful effort had been made to work with the Tax Collector's Office on materials recovery after the Board of Supervisors declined to approve use of the collection agency as requested by the Commission. The Chief of the Main Library discussed how labor intensive it had been to convert library information into a usable format for the Tax Collector and reported their proposed per account charge to the Library was $50. Additionally Ms. Lawhun reported that the Tax Collector's Office had indicated that they could only handle very large accounts over $500. Ms. Lawhun concluded that this was not cost effective. The City Librarian expressed a hope that future Boards might reconsider the far less expensive and proven effective materials recovery program that the Library had proposed. In response to questions by Vice President Steiman, Ms. Hildreth then discussed the details of the proposed technology refreshment program. Responding to President Higueras, the City Librarian noted that the $300,000 designated for RFID startup would revert to the reserve if not approved.

AGENDA ITEM #6 LIBRARY PRIVACY POLICY

(Deputy City Librarian Paul Underwood presented a detailed overview of the revised draft of the proposed Privacy Policy)

Deputy City Librarian Paul Underwood reported that the proposed privacy policy had been reformatted to match the arrangement recommended for other Library policies. Mr. Underwood then outlined the changes and rearrangement of topics made in the proposed Privacy Policy to incorporate the suggestions made by the Commissioners during their previous discussion

Commissioner Chin left the meeting at 5:25pm and returned at 5:45pm.

Public comment on AGENDA ITEM #6 LIBRARY PRIVACY POLICY

Mr. Peter Warfield wished that the changes in the text were more clearly marked. Mr. Warfield further remarked that he still had serious concerns about the proposed policy, citing in particular the staff guidelines and concerns about use of RFID tags .

Commission discussion of AGENDA ITEM #6 LIBRARY PRIVACY POLICY

Vice President Steiman found the revised Policy clear and in particular cited the sections about how staff should appropriately respond to law enforcement agency requests and concerning the use of RFID tags. President Higueras thought the revised policy much better organized. Commissioner Coulter commended Mr. Underwood for his hard work in clarifying the language and addressing issues of public concern with potential data gathering. Commissioner Coulter suggested very clear opt in-opt out information be made available. Commissioner Coulter also found the references to the USA PATRIOT Act improved. Deputy City Attorney Catharine Barnes noted that the text referring to privacy protections related to law enforcement requests should include language clarifying the Library's response would be to the fullest extent allowed by law. Commissioner Coulter thought the draft 90% ready and suggested one more rewrite. Vice President Steiman, and Commissioners Bautista and Chin noted that the law imposed limits on what the Library could do despite the clear intent of the proposed imposed limits on what the Library could do despite the clear intent of the proposed policy. Final action on the Privacy Policy was continued to an upcoming meeting to allow for changes suggested during the meeting.

AGENDA ITEM #7 RESOLUTION HONORING DR. STARR

City Librarian Susan Hildreth presented for the Commission's approval a proposed resolution honoring Dr. Kevin Starr, California State Librarian Emeritus and former San Francisco City Librarian, for his decades of leadership and public service on behalf of California's libraries to be presented to Dr. Starr during the Library's 125th Anniversary observances on June 3, 2004 (copy attached). City Librarian Susan Hildreth read the proposed text into the record.

Vice President Steiman left the meeting at 5:50pm

Public comment on AGENDA ITEM #7 RESOLUTION HONORING DR. STARR

An anonymous member of the public was gratified by this item and commented that events were coming full circle suggesting that scholar/librarian Dr. Starr's tenure as City Librarian had been a "Golden Era" in retrospect.
Mr. Peter Warfield commented that he had enjoyed the reading of the proposed resolution.
Ms. Deborah Doyle rose in support of the proposed resolution honoring Dr. Starr's many contributions to California's libraries.

Commission discussion of AGENDA ITEM #7 RESOLUTION HONORING DR. STARR

Commissioner Coulters suggested a change in tense in a section of the resolution; cited scholar/librarian Dr. Starr's stories in author Peter Wiley's history of the Library; and recalled in particular Dr. Starr's assistance during the controversy concerning the relocation of the Pioneer Monument.

MOTION: by Commissioner Chin, 2nd Commissioner Bautista for approval of the proposed resolution honoring former City Librarian and California State Librarian Emeritus Dr. Kevin Starr.

Approved by the following vote:
5-0 AYE (Bautista, Chin, Coulter, Higueras, and Strobin)

The Commission recessed at 6:04pm
The Commission returned to session at 6:11pm.

AGENDA ITEM #8 BALIS UPDATE REPORT

Ms. Deborah Doyle, made her fourth report and final report to the Commission as San Francisco's representative on the Bay Area Library and Information Systems (BALIS) Advisory Board at the end of her 2nd and last term on the BALIS Board.

Public comment on AGENDA ITEM #8 BALIS UPDATE REPORT

(None offered)

Commission discussion of AGENDA ITEM #8 BALIS UPDATE REPORT

The Commissioners thanked Ms. Doyle for her dedicated services as San Francisco's representative on the BALIS Advisory Board.

AGENDA ITEM #9 CITY LIBRARIAN SEARCH PROCESS

Ms. Hildreth reported that Mayor Newsom had indicated that the Commission should move forward with a search process for a new City Librarian. The City Librarian outlined a proposed process based on previous experience that suggested use of an executive search firm from three that were pre-qualified to participate in City contracts. The identified pre-qualified firms were: the Hawkins Company; PS Executive Search, and Bob Murry & Associates. President Higueras noted that using this process could more quickly identify and bring candidates forward for Commission consideration.

Public AGENDA ITEM #9 CITY LIBRARIAN SEARCH PROCESS

An anonymous member of the public commented on the importance that the City Librarian search process be seen as fair suggesting that previous City Librarians had been burdened with a perception that their selection was not perceived as fair.
Mr. Peter Warfield called for an open process, suggesting that the Commission should choose the firm and direct the search with maximum opportunity for public input. Mr. Warfield offered his help in selecting a new City Librarian

Commission discussion of AGENDA ITEM #9 CITY LIBRARIAN SEARCH PROCESS

President Higueras noted that the Commission was charged to submit up to three candidates to the Mayor and discussed the various choices open to the Commission between using a pre-qualified firm or choosing a firm through the City's request for proposals (RFP) process. In response to a question by Commissioner Chin, Ms. Hildreth outlined what had been done during the previous City Librarian selection processes. Commissioner Coulter noted that use of a combined Commission and staff committee had worked well. Ms. Hildreth outlined how using a pre-qualified firm could speed up the process but still retain options for extensive input. Ms. Hildreth noted that each of the pre-qualified firms had indicated willingness to use a specialized library consultant as a subcontractor in conducting the search process. The City Librarian noted that it would be important to get the word out about the City Librarian search at the upcoming American Library Association (ALA) conference in Florida. Commissioner Chin noted that choosing a City Librarian was one of the most important jobs of the Commission and that community stakeholders input should be sought. Commissioner Bautista observed that qualities the Commissioners might want in a candidate to be City Librarian and the potential challenges any new City Librarian might face had not yet been discussed. In response to a question by Commissioner Strobin, Ms. Hildreth outlined the various steps in the proposed search process. President Higueras noted that the Commission would make sure that the process used was one that the Commissioners wanted.

MOTION: by Commissioner Coulter, 2nd Commissioner Chin to authorize the Library's Director of Human Resources with the assistance of a staff committee that also could include at least two Library Commissioners to recommend to the Commission selection of a professional executive search firm using one of three firms pre-qualified for use by City Departments to conduct the search process for the position of City Librarian.

Approved by the following vote:
5-0 AYE (Bautista, Chin, Coulter, Higueras, and Strobin)

AGENDA ITEM #10 FRIENDS OF THE LIBRARY REPORT

Ms. Deborah Doyle, Friends Board member, announced that Martín Gómez, Executive Director of the Friends of the Library would be leaving to become the President of the Urban Libraries Council and that with the concurrence of the Board, she would serve as Acting Executive Director until a new permanent Executive Director for the Friends was selected. Ms. Doyle then reported on: the Friends support for the Library's 125th Anniversary activities; and reported Friends' grants of $725,000 to Library staff for 2004/05.

Commission discussion of AGENDA ITEM #6 FRIENDS OF THE LIBRARY REPORT

The Commissioners thanked the Friends of the Library for their support for the 125th Anniversary celebration and applauded the new design for the Friends logo.

Public comment on AGENDA ITEM #6 FRIENDS OF THE LIBRARY REPORT

(None offered)

AGENDA ITEM #11 LABOR UNION REPORT

(No report offered)

AGENDA ITEM #12 NEW BUSINESS

(No items were proposed)

AGENDA ITEM #13 ADJOURNMENT

MOTION: by Commissioner Bautista, 2nd Commissioner Strobin that the meeting be adjourned.

Approved by the following vote:
4-0 AYE (Bautista, Coulter, Higueras, and Strobin)

There being no further business, at the hour of 6:57pm the Public Library Commission adjourned.

Michael Housh, Commission Secretary 9/3/04

Please note: Please note: Amendments to these Minutes are in alternative typeface. Copies of Commission Minutes and handouts are available in the Office of the Commission Secretary, 100 Larkin Street, San Francisco, CA 94102

ATTACHMENTS to the June 3, 2004 Minutes:

Revised draft Privacy Policy
2004/05 Budget Report
Dr. Starr resolution
BALIS Update Report

Minutes of the regular Commission Meeting of June 3, 2004

Appendix A

Library Commission meeting of June 3, 2004

The Public Comment Summary Statements included in these Minutes are authorized by San Francisco Administrative Code Section 67.16..

These summary statements are provided by the speaker. Their contents are neither generated by, nor subject to approval or verification of accuracy by, the San Francisco Public Library Commission.

The number of members of the public who spoke anonymously at this meeting. 1

Public Library
2004-05 Proposed Budget (Summary)

	Operations	Capital Projects	Total
2003-04 AAO	**$ 54,476,189**	**$ 2,405,651**	**$ 56,881,840**
One-time Cost Reductions	$ (1,112,808)	$ (2,405,651)	$ (3,518,459)
Baseline Increases (Non-discretionary)	$ 2,355,890	$ -	$ 2,355,890
New Spending (Discretionary)	$ 1,089,063	$ 2,662,081	$ 3,751,144
Base Reductions	$ (497,962)	$ -	$ (497,962)
Subtotal Adjustments	**$ 1,834,183**	**$ 256,430**	**$ 2,090,613**
2004-05 Proposed	**$ 56,310,372**	**$ 2,662,081**	**$ 58,972,453**

Of the $1.834 million Operating Budget Increase

$2.356 million in baseline cost increases; and,
$1.089 million in new spending initiatives; offset by
$1.113 million in one-time cost adjustments; and,
$498,000 in base reductions

The $2.355 million increase in our baseline costs includes:

$1.506 million increase for the retirement system subsidy
$430,000 increase in the cost of employee health/dental plans
$76,000 increase in unemployment insurance
$125,000 increase in cost of services provided by other City Departments
$132,000 in annualized costs.
$86,000 in miscellaneous adjustments (one-less work day, substitutions, etc).

The $1.089 million for New items funded in the proposed budget include:

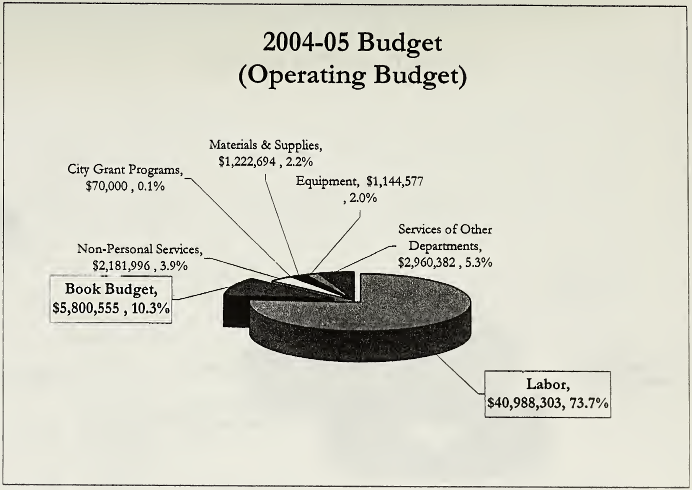
Book budget augmentation ($286,500)
Technology Refresh ($225,000)
RFID ($300,000)
Elevator maintenance contract ($70,000)
Full-time Delivery Driver ($50,447)
Two 15 hour/week Library Page positions for Branch reserves ($24,674)

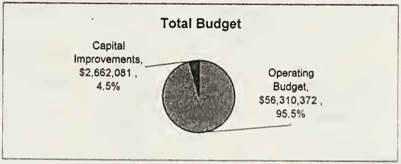
A/V equipment replacement ($22,000).
Materials and supply increase of OCYS ($8,000)
Self-check machines for Branch ($52,442)
City Librarian recruitment ($50,000)

$498,000 in Baseline Budget reductions include:
$268,000 reduction in budgeted salaries (increase attrition from 4.6% to 5%).
$105,000 reduction in grant to Clean City Coalition for the TLC
$70,000 cut to WO with Tax Collector for materials recovery.
$11,880 reduction in training funds
$43,400 cut in various materials and supply budgets.

The $2.662 million Capital Improvement Budget includes:
$310,000 for the Deferred Maintenance Program; and,
$2.352 million for POE related projects at the Main Library.

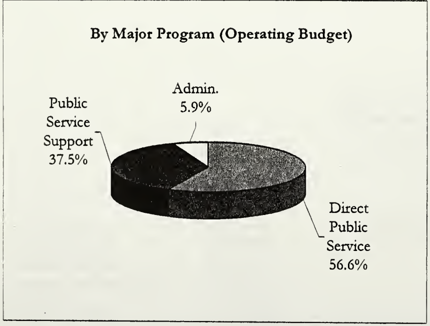
Labor	$ 42,930,168
Book Budget	$ 5,800,555
Non-Personal Services	$ 2,181,996
City Grant Programs	$ 70,000
Materials & Supplies	$ 1,222,694
Equipment	$ 1,144,577
Services of Other Departments	$ 2,960,382
Operating Budget	**$ 56,310,372**
Capital Improvements	$ 2,662,081
Total Budget	**$ 58,972,453**

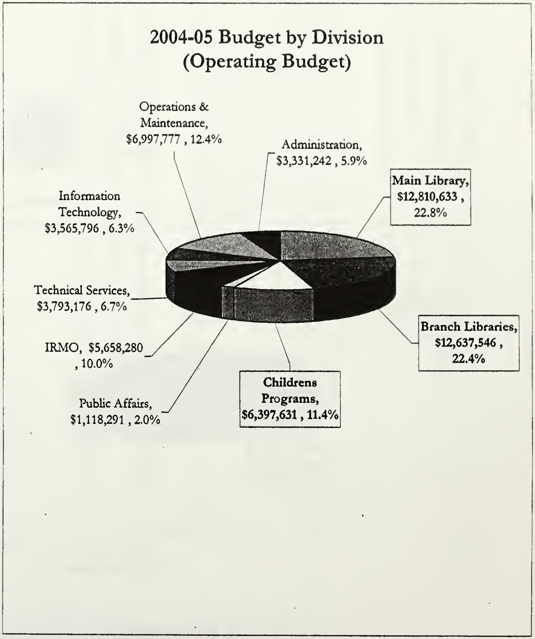




	Operating	Capital	Total
Main Library	$ 12,810,633	$ 2,352,081	$ 15,162,714
Branch Libraries	$ 12,637,546	$ -	$ 12,637,546
Childrens Programs	$ 6,397,631	$ -	$ 6,397,631
Public Affairs	$ 1,118,291	$ -	$ 1,118,291
IRMO	$ 5,658,280	$ -	$ 5,658,280
Technical Services	$ 3,793,176	$ -	$ 3,793,176
Information Technology	$ 3,565,796	$ -	$ 3,565,796
Operations & Maintenance	$ 6,997,777	$ 310,000	$ 7,307,777
Administration	$ 3,331,242	$ -	$ 3,331,242
TOTAL	$ 56,310,372	$ 2,662,081	$ 58,972,453

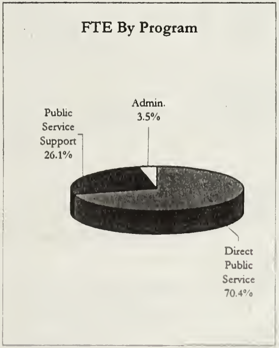
	Operating	Capital	Total
Direct Public Service	$ 31,845,810	$ 2,352,081	$ 34,197,891
Public Service Support	$ 21,133,320	$ 310,000	$ 21,443,320
Administration	$ 3,331,242	$ -	$ 3,331,242
TOTAL BUDGET	$ 56,310,372	$ 2,662,081	$ 58,972,453

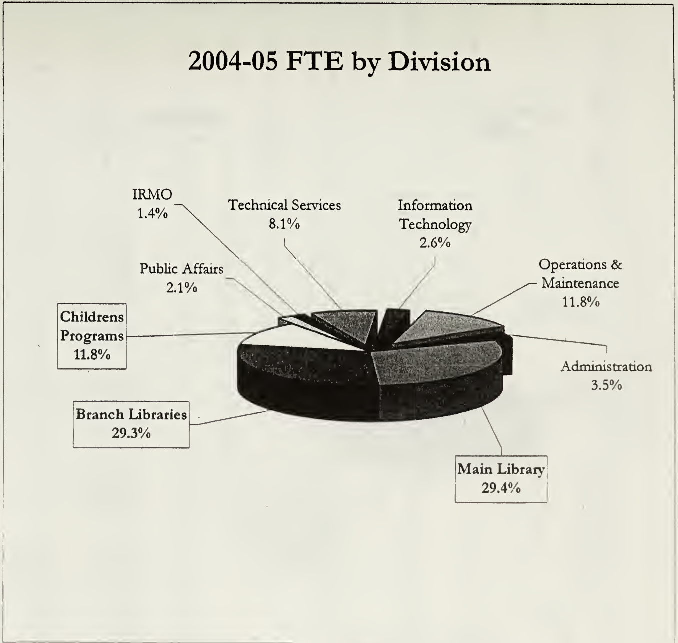

By Major Program (Operating Budget)


2004-05 Budget by Division (Operating Budget)

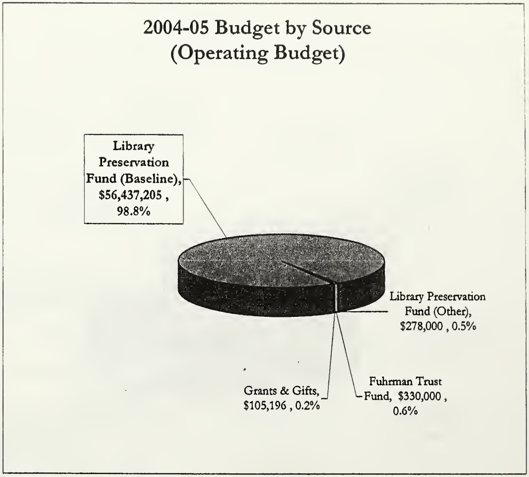
Main Library	180.73
Branch Libraries	180.34
Childrens Programs	72.62
Public Affairs	13.16
IRMO	8.82
Technical Services	49.66
Information Technology	16.31
Operations & Maintenance	72.80
Administration	21.26
TOTAL	615.70

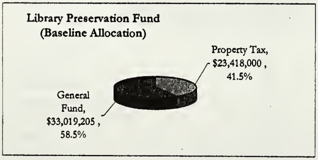
Direct Public Service	433.69
Public Service Support	160.75
Admin.	21.26
Total, Operations	615.70
Capital Imprvt. Prg.	0.00
TOTAL BUDGET	615.70

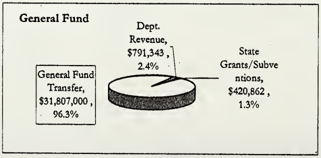

FTE By Program

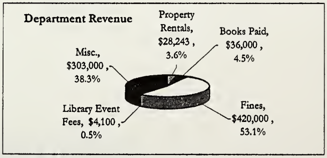

2004-05 FTE by Division

	Operating	Capital	Total
Library Preservation Fund (Baseline)	$ 56,437,205	$ -	$ 56,437,205
Library Preservation Fund (Other)	$ 278,000	$ -	$ 278,000
Fuhrman Trust Fund	$ 330,000	$ -	$ 330,000
Grants & Gifts	$ 105,196	$ -	$ 105,196
Library Preservation Fund Balance	$ -	$ 371,397	$ 371,397
Library Improvement Fund	$ -	$ 1,450,655	$ 1,450,655
Branch Library Improvement Bond	$ -	$ -	$ -
Total	**$ 57,150,401**	**$ 1,822,052**	**$ 58,972,453**
LPF (Baseline Allocation)			
Property Tax	$ 23,418,000	$ -	$ 23,418,000
General Fund	$ 33,019,205	$ -	$ 33,019,205
Total, Baseline Revenue	$ 56,437,205	$ -	$ 56,437,205
General Fund			
Dept. Revenue	$ 791,343	$ -	$ 791,343
State Grants/Subventions	$ 420,862	$ -	$ 420,862
General Fund Transfer	$ 31,807,000	$ -	$ 31,807,000
Total	$ 33,019,205	$ -	$ 33,019,205
Department Revenue			
Property Rentals	$ 28,243	$ -	$ 28,243
Books Paid	$ 36,000	$ -	$ 36,000
Fines	$ 420,000	$ -	$ 420,000
Library Event Fees	$ 4,100	$ -	$ 4,100
Misc.	$ 303,000	$ -	$ 303,000
Total	$ 791,343	$ -	$ 791,343









San Francisco Public Library

TO: Library Commission

FROM: Paul Underwood
Deputy City Librarian

SUBJECT: Privacy Policy Draft

DATE: May 27, 2004

At the June 3, 2004 Library Commission meeting, you will be reviewing the revised Privacy Policy draft for possible action.

In order to facilitate your review prior to the meeting, I would like to point out a few modifications:

- The format is now that used for official Library Commission Policies.
- The content is arranged to bring similar topics together and conforms to the direction of "Creating Policies for Results" sponsored by the Public Library Association.
- The sequence of topics has been modified.
- The content reflects suggested additions to help clarify some statements.
- Footnotes have been used in two instances that were previously stand-alone statements in the body of the document.
- A separate staff procedure document has been included for your information. This document was created in order to conform to the direction of "Creating Policies for Results" sponsored by the Public Library Association.
- The appendices were not included in the information sent to you electronically, but will be included in the document as part of the Commission packet.

San Francisco Public Library Commission Policy Manual

Privacy Policy **Policy #207**
Section: Library Services
Adopted:

Policy Statement:

To better protect library user privacy, the San Francisco Public Library provides this policy explaining library practices and the choices library users can make about the way personal information is collected and used. The Library champions the protection of personal privacy. Protecting library user privacy and confidentiality related to information and materials sought and received is an integral principle of the San Francisco Public Library.

General

1. To make this policy easy to find, the Library makes it available on the Library's Web site and at every point where personally identifiable information may be requested.
2. Protection of confidentiality extends to information sought or received, and materials consulted, borrowed, and received.
3. Protection of confidentiality includes database search records, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities or services[1].
4. The Library does not collect personal information about a library user when a user visits the Library's Web site, registers for a program, or registers for a library card unless the user authorizes the Library to have that information.
5. Any information the library user chooses to provide will be used only to provide or improve library services.
6. The Library protects library user account information by placing it on a secure server.

Library Cards and Circulation Records

7. To receive a library card, library users are required to provide identifying information such as name, birth date and mailing address. This identifying

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[1] Library records are protected under *California Government Code, Title 1, Division 7, Chapter 3.5, Section 6267.*

information is retained as long as the library user continues to use the library card.

8. A library user's library record includes current information, items currently checked out or on hold, as well as overdue materials and fines.
9. The Library does not maintain a history of what a library user has previously checked out once books and materials have been returned on time.
10. When fines accrue on a user's account, the Library does maintain records of items that have been borrowed but returned after the due date, or are still outstanding on the user's record. When overdue materials are returned and all associated fines are paid, the information associated with the library card number is deleted.

Radio Frequency Identification (RFID)

11. The only information stored on the RFID chip/tag will be limited to the item barcode or an encrypted number, as well as a security bit that indicates if the item is in or out of the library.
12. RFID technology will not be used for library cards that use RFID which stores personal information about the user.
13. All local, state and/or federal legislation relating to RFID and library usage will be fully complied with at San Francisco Public Library.

Computers

14. The Library uses an online computer reservation program that allows the public to reserve a computer in order to access the Library's catalog, the Internet and other resources. The Library's computer search stations are programmed to delete the history of a library user's Internet session and all searches once an individual session is completed. Booking history is deleted every day.
15. Searching by the barcode of library books and other materials is not available to the public.
16. The Library's computer system offers library user self-activated features, using *View Your Record*, including email notification of new library materials which contain library user saved search terms. Information gathered and stored using this feature is only accessible to the library user. There is no administrative interface to this information for library staff and, therefore, it is not retrievable by anyone other than the user. The user has the option to delete their search history at any time.
17. Any future enhancements to the Library's online system that may impact user confidentiality will not be activated by the Library.

Email and Web Forms

18. Information provided by a library user via email or Web forms will be used only for purposes described at the point of collection (for example on a Web form), such as to send information or provide library services to the library user, update information on the library user's record, or respond to a library user's questions or comments.
19. If contact information is provided, the Library may contact the library user to clarify a comment or question, or to learn about the level of customer satisfaction with library services.
20. The Library treats reference questions, regardless of format of transmission (in person, via telephone, fax, email or online) confidentially. Personal identifying information related to these questions is purged on an ongoing basis.
21. Email is not necessarily secure against interception and may be subject to disclosure requirements of the Public Records Act or other legal disclosure requirements.

Information Automatically Collected and Stored

22. As library users browse through the Library's Web site, read pages, or download information, certain information will be automatically gathered and stored about the visit, *but not about the library user.* The information does not personally identify any individual.
23. The Library automatically collects and stores only the following information about a visit, for statistical purposes:
    - The Internet domain and IP address from which access to the Web site is gained;
    - The type of browser and operating system used to access the Library's site;
    - The date and time of access to the Library's site;
    - The pages visited; and
    - The address of the Web site from which the initial visit to www.sfpl.org was launched, if any, as well as the address from which a visitor exits.
24. The Library uses this information to help the Library make the site more useful to visitors and to learn about the number of visitors to the site and the types of technology visitors use. The data that is collected is not connected to any personal information or identity.
25. The Library does not collect information about who library users are, and encourages library users to become familiar with privacy policies of the ISP that the user subscribes to and other sites visited.

Links to Other Sites

26. The Library's Web site contains links to other sites. The San Francisco Public Library is not responsible for the privacy practices of other sites, including providers of online database services for which the Library subscribes, which may be different from the privacy practices described in this policy. The Library encourages library users to become familiar with privacy policies of other sites visited, including linked sites.

Network Security

27. For Web site security purposes and to ensure that the service remains available to all library users, the San Francisco Public Library uses software programs that monitor network traffic to identify unauthorized attempts to upload or change information or otherwise cause damage. Anyone using the Library's Web site expressly consents to such monitoring. Except for the above purposes, no other attempts are made to identify library users or their usage habits[2].

Working with Law Enforcement

28. Library records will not be made available to any agency of the state, federal or local government except pursuant to such process, order or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.

Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act (USA PATRIOT ACT)

29. Sections 214-216 of this Act gives law enforcement agencies expanded authority to obtain library records, secretly monitor electronic communications and prohibits libraries and librarians from informing library users of monitoring or information requests.
30. The Library Commission and the San Francisco Board of Supervisors have formally opposed the Act, including Sections 214-216, in two separate resolutions. (appendices E and F)
31. On March 2, 2004, San Francisco voters codified the City's resistance to the federal USA PATRIOT Act with their approval of Proposition E. The charter amendment requires that any request for library, health or other personal records be routed through the Board of Supervisors instead of through City

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[2] . Unauthorized attempts to upload information or change information are strictly prohibited and may be punishable under the Computer Fraud and Abuse Act of 1986 and 18 U.S.C. Section 1001 and 1030.

department heads. The supervisors will then decide whether the request is constitutional and whether to respond to it.

Appendices:

A. *Code of Ethics,* American Library Association
B. *Privacy Statement,* American Library Association
C. *Privacy Report,* American Library Association, Library Information and Technology Association, Task Force On Privacy and Confidentiality in the Electronic Environment
D. *Privacy: An Interpretation of the Library Bill of Rights,* American Library Association
E. Resolution, Board of Supervisors
F. Resolution of the San Francisco Public Library Commission Protecting Library Users Rights to Privacy and Confidentiality, Library Commission

APPENDIX A

AMERICAN LIBRARY ASSOCIATION CODE OF ETHICS

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.

II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.

III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

IV. We recognize and respect intellectual property rights.

V. We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.

VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.

VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted by the ALA Council
June 28, 1995

AMERICAN LIBRARY ASSOCIATION

Position Statement on the Confidentiality of Library Records

The members of the American Library Association,* recognizing the right to privacy of library users, believe that records held in libraries which connect specific individuals with specific resources, programs or services, are confidential and not to be used for purposes other than routine record keeping: i.e., to maintain access to resources, to assure that resources are available to users who need them, to arrange facilities, to provide resources for the comfort and safety of patrons, or to accomplish the purposes of the program or service. The library community recognizes that children and youth have the same rights to privacy as adults.

Libraries whose record keeping systems reveal the names of users would be in violation of the confidentiality of library record laws adopted in many states. School library media specialists are advised to seek the advice of counsel if in doubt about whether their record keeping systems violate the specific laws in their states. Efforts must be made within the reasonable constraints of budgets and school management procedures to eliminate such records as soon as reasonably possible.

With or without specific legislation, school library media specialists are urged to respect the rights of children and youth by adhering to the tenets expressed in the Confidentiality of Library Records Interpretation of the Library Bill of Rights and the ALA Code of Ethics.

*ALA Policy 52.4 (see below), 54.16

ALA Policy 52.4 Confidentiality of Library Records

The ethical responsibilities of librarians, as well as statues in most states and the District of Columbia, protect the privacy of library users. Confidentiality extends to "information sought or received, and materials consulted, borrowed, acquired," and includes database search records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, or services.

The American Library Association recognizes that law enforcement agencies and officers may occasionally believe that library records contain information which may be helpful to the investigation of criminal activity. If there is a reasonable basis to believe such records are necessary to the progress of an investigation or prosecution, the American judicial system provides mechanism for seeking release of such confidential records: the issuance of a court order, following a showing of good cause based on specific facts, by a court of competent jurisdiction.

The American Library Association strongly recommends that the responsible officers in each library, cooperative system, and consortium in the United States:

1. Formally adopt a policy which specifically recognizes its circulation records and other records identifying the names of library users with specific materials to be confidential.
2. Advise all librarians and library employees that such records shall not be made available to any agency of state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.
3. Resist the issuance or enforcement of such process, order, or subpoena until such time as a proper showing of good cause has been made in a court of competent jurisdiction.

(Revised July 1999)

APPENDIX C

The American Library Association's
Task Force on Privacy and Confidentiality in the Electronic Environment

Final Report, 7 July 2000

At the American Library Association Conference in New Orleans in 1999, ALA Council resolved that the Library and Information Technology Association be asked to examine the impact of new technologies on patron privacy and the confidentiality of electronic records. The Taskforce on Privacy and Confidentiality in the Electronic Environment was formed at the ALA Midwinter Conference with broad participation from across ALA.

The Task Force decided to focus on identifying the applicable technologies, describing these and their possible impacts. The group did not see policy development as part of the charge. Because the Association has always taken a strong stand on patron privacy, and considering that there are already a number of privacy policy statements promulgated by the Association, the Task Force believes that reaffirmation, reinforcement, and repetition of previous stands may be adequate. Additional information and policy dissemination efforts may help to communicate the Association’s concerns more broadly.

FINDINGS

The report identifies the following areas where technology is having a particular impact on patron privacy and confidentiality.

Law and Legislation

In most states, the law protects the confidentiality of library records to some degree. Generally, these laws protect circulation and registration records containing personal names. Many also protect information on the "use of library materials." Not all state laws are written in such a way that we can assume that they protect the privacy of patrons using online resources.

Library Systems

Libraries need to be concerned about computer system security as part of their commitment to patron privacy. This means that libraries must be able to protect user records, both electronic and paper, from unauthorized access. User records have also expanded beyond the standard lists of library cardholders and circulation records as libraries begin to use electronic communication methods such as electronic mail for reference services, and as they provide access to computer, web and printing use.

Library systems must be able to authenticate users while keeping user activities confidential. Some institutions require a user logon for all computer access, potentially creating a record of all online activity, even catalog browsing. Libraries that provide materials over web sites controlled by the library must determine the appropriate use of any data describing user activity logged or gathered by the Web server software.

Internet Access in Libraries

This is an area of great concern because libraries have limited influence over the privacy practices of World Wide Web sites on the public access Internet. The threats to patron privacy take many forms, including:

> User tracking by remote sites
> This is ameliorated by the fact the library computer connections are usually shared by many patrons so that it is unlikely that specific individuals will be identified. However, data is being gathered and patrons need to be aware of that.
>
> Users giving out personal information online
> Users may voluntarily reveal personal information to take advantage of personalization features of web sites, to subscribe to services, to participate in interactive communications, and to purchase items online.
>
> Logs or caches of user activity, in online form or as backups
> Unless steps are taken by the library, subsequent users at a library computer may be able to see some traces of activity of previous users.
>
> Screen view privacy
> Patrons have a reasonable right to access information privately while in the library. Computer screens may be readily visible to other patrons.

Libraries should inform patrons of the potential for loss of privacy with Internet use and encourage safe Internet use practices.

Library Support for Patron Privacy

While libraries have historically supported patron privacy, substantial anecdotal evidence suggests that our user community is not aware of this strong stance. And as libraries have moved into the internet world, providing extensive access to quality internet access through the library's website or portal, few libraries have adopted the practice of communicating with its users through a link to the library's policies on privacy from its web pages.

Access to Remote Resources Provided by Library

Libraries increasingly contract for information resources that are stored remotely and are under the control of a vendor. Care must be taken to include patron privacy measures in the license between the library and the vendor. Vendors may be reluctant to forego the gathering of marketing and usage data, but libraries may need to insist on patron privacy measures.

New features are being developed that allow users to personalize their use of remote information, to e-mail retrieved items to themselves, or to purchase items like article reprints. These features necessarily link the activity to the individual user, and create a record of the use. Great care must be taken to provide confidentiality in this environment

where the library has the ability to do so, or care must be taken to inform users of privacy implications of such use where the library does not have the necessary control.

Library Employee Privacy

In addition to its obligation to its users, libraries must be aware of employee privacy as well. Monitoring of employee activities for "quality control" may be an invasion of employee privacy if it is not made known as a policy. As employees begin to use online communication to interact with patrons, the patron's privacy is also at risk. The policies and practices of parent institutions may also come into play. The best course here is for libraries and their parent institutions to have a written policy that says what privacy the employee and patrons can realistically expect.

CONCLUSIONS

The effort to protect patron privacy should be clearly supported by ALA policy. Access to Electronic Information, Services, and Networks: An Interpretation of the *Library Bill of Rights* contains strong statements on the end goals of confidential use of library information resources and intellectual freedom in the current environment. ALA policy statements on the confidentiality of library records focus on circulation data. ALA may wish to revise these statements to include a wider range of data. Of particular concern is the pervasive gathering of "marketing information" or tracking online usage by third parties.

Libraries have some influence over the technical products and services that are marketed primarily to libraries (library automation systems, some content vendors focused on libraries). Carefully written license agreements and contracts are important tools in insuring that patron privacy is protected by the products and services we buy.

Libraries should take a proactive role in communicating their privacy commitment to their user communities through policy statements on library websites as well as through other traditional communication channels.

Libraries must be especially diligent in all areas where they use and control technology-based information systems. Because libraries have stronger user privacy concerns than many other institutions, our needs will often not be met by software as it is configured "out of the box."

Libraries have an important role in educating the public about privacy, especially where the libraries provide access to technology. Public education and library policies can empower users even in the open access Internet. ALA should consider creating model privacy policies, instructional materials, and privacy "best practices" documents for libraries.

Librarians, as individuals and through their library associations, can influence public policy on privacy. State laws on the confidentiality of library records may need to be extended to cover new technologies, or revised to be technology neutral. Librarians can participate in the creation of standards and new technologies that take privacy

considerations into account. Librarians can advocate the importance of privacy through standards bodies and ad hoc groups that allow public participation and comment.

RECOMMENDATIONS

In reviewing the conclusions of the Task Force Study, three recommendations emerge which we submit for ALA Council review and possible action. These are:

1. That ALA revise its policy statements related to Confidentiality of Library Records (rev. 1986) and Concerning Confidentiality of Personally Identifiable Information About Library Users (1991) in order to specifically and appropriately incorporate internet privacy.

2. That ALA develop model privacy policies, instructional materials, and privacy "best practices" documents for libraries.

3. That ALA urge that all libraries adopt a privacy statement on web pages and post privacy policies in the library which cover the issues of privacy in internet use as accessed through the library's services.

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948.
Amended February 2, 1961, and January 23, 1980,
inclusion of "age" reaffirmed January 23, 1996,
by the ALA Council.

ALA American Library Association

Privacy:

An Interpretation of the Library Bill of Rights

Introduction

Privacy is essential to the exercise of free speech, free thought, and free association. The courts have established a **First Amendment** right to receive information in a publicly funded library.[1] Further, the courts have upheld the right to privacy based on the Bill of Rights of the U.S. Constitution.[2] Many states provide guarantees of privacy in their constitutions and statute law.[3] Numerous decisions in case law have defined and extended rights to privacy.[4]

In a library (physical or virtual), the right to privacy is the right to open inquiry without having the subject of one's interest examined or scrutinized by others. Confidentiality exists when a library is in possession of personally identifiable information about users and keeps that information private on their behalf.[5]

Protecting user privacy and confidentiality has long been an integral part of the mission of libraries. The ALA has affirmed a right to privacy since 1939.[6] Existing ALA policies affirm that confidentiality is crucial to freedom of inquiry.[7] Rights to privacy and confidentiality also are implicit in the ***Library Bill of Rights***'[8] guarantee of free access to library resources for all users.

Rights of Library Users

The *Library Bill of Rights* affirms the ethical imperative to provide unrestricted access to information and to guard against impediments to open inquiry. Article IV states: "Libraries should cooperate with all persons and groups concerned with resisting abridgement of free expression and free access to ideas." When users recognize or fear that their privacy or confidentiality is compromised, true freedom of inquiry no longer exists.

In all areas of librarianship, best practice leaves the user in control of as many choices as possible. These include decisions about the selection of, access to, and use of information. Lack of privacy and confidentiality has a chilling effect on users' choices. All users have a right to be free from any unreasonable intrusion into or surveillance of their lawful library use.

Users have the right to be informed what policies and procedures govern the amount and retention of personally identifiable information, why that information is necessary for the library, and what the user can do to maintain his or her privacy. Library users expect and in many places have a legal right to have their information protected and kept private and confidential by anyone with direct or indirect access to that information. In addition, Article V of the *Library Bill of Rights* states: "A person's right to use a library should not be denied or abridged because of origin, age, background, or views." This article precludes the use of profiling as a basis for any breach of privacy rights. Users have the right to use a library without any abridgement of privacy that may result from equating the subject of their inquiry with behavior.[9]

Responsibilities in Libraries

The library profession has a long-standing commitment to an ethic of facilitating, not monitoring, access to information. This commitment is implemented locally through development, adoption, and adherence to privacy policies that are consistent with applicable federal, state, and local law. Everyone (paid or unpaid) who provides governance, administration, or service in libraries has a responsibility to maintain an environment respectful and protective of the privacy of all users. Users have the responsibility to respect each others' privacy.

For administrative purposes, librarians may establish appropriate time, place, and manner restrictions on the use of library resources.[10] In keeping with this principle, the collection of personally identifiable information should only be a matter of routine or policy when necessary for the fulfillment of the mission of the library. Regardless of the technology used, everyone who collects or accesses personally identifiable information in any format has a legal and ethical obligation to protect confidentiality.

Conclusion

The American Library Association affirms that rights of privacy are necessary for intellectual freedom and are fundamental to the ethics and practice of librarianship.

[1] Court opinions establishing a right to receive information in a public library include ***Board of Education. v. Pico*, 457 U.S. 853 (1982)**; ***Kreimer v. Bureau Of Police For The Town Of Morristown*, 958 F.2d 1242 (3d Cir. 1992)**; and ***Reno v. American Civil Liberties Union*, 117 S.Ct. 2329, 138 L.Ed.2d 874 (1997)**.

[2] See in particular the **Fourth Amendment**'s guarantee of "[t]he right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures," the **Fifth Amendment**'s guarantee against self-incrimination, and the **Ninth Amendment**'s guarantee that "[t]he

enumeration in the Constitution, of certain rights, shall not be construed to deny or disparage others retained by the people." This right is explicit in Article Twelve of the **Universal Declaration of Human Rights**: "No one shall be subjected to rbitrary interference with his privacy, family, home or correspondence, nor to ttacks upon his honour and reputation. Everyone has the right to the protection of the law against such interference or attacks." See: **ttp://www.un.org/Overview/rights.html**. This right has further been explicitly codified as Article Seventeen of the "**International Covenant on Civil nd Political Rights**," a legally binding international human rights agreement atified by the United States on June 8, 1992. See: **ttp://www.unhchr.ch/html/menu3/b/a_ccpr.htm**.

Eleven state constitutions guarantee a right of privacy or bar unreasonable ntrusions into citizens' privacy. Forty-eight states protect the confidentiality of brary users' records by law, and the attorneys general in the remaining two tates have issued opinions recognizing the privacy of users' library records. See: **tate Privacy Laws**.

Cases recognizing a right to privacy include: ***NAACP v. Alabama*, 357 U.S. 449 1958)**; ***Griswold v. Connecticut* 381 U.S. 479 (1965)**; ***Katz v. United tates*, 389 U.S. 347 (1967)**; and ***Stanley v. Georgia*, 394 U.S. 557 (1969)**. ongress recognized the right to privacy in the **Privacy Act of 1974 and mendments (5 USC Sec. 552a)**, which addresses the potential for overnment's violation of privacy through its collection of personal information. he Privacy Act's "Congressional Findings and Statement of Purpose" state in part: the right to privacy is a personal and fundamental right protected by the onstitution of the United States." See: **ttp://caselaw.lp.findlaw.com/scripts/ts_search.pl?title=5&sec=552a**.

The phrase "Personally identifiable information" was established in ALA policy in 991. See: **Policy Concerning Confidentiality of Personally Identifiable nformation about Library Users**. Personally identifiable information can nclude many types of library records, for instance: information that the library equires an individual to provide in order to be eligible to use library services or orrow materials, information that identifies an individual as having requested or btained specific materials or materials on a particular subject, and information hat is provided by an individual to assist a library staff member to answer a pecific question or provide information on a particular subject. Personally dentifiable information does not include information that does not identify any ndividual and that is retained only for the purpose of studying or evaluating the se of a library and its materials and services. Personally identifiable information oes include any data that can link choices of taste, interest, or research with a pecific individual.

Article Eleven of the *Code of Ethics for Librarians* (1939) asserted that "It is the brarian's obligation to treat as confidential any private information obtained

through contact with library patrons." See: **Code of Ethics for Librarians (1939)**. Article Three of the current **Code** (1995) states: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted." See: **http://www.ala.org/alaorg/oif/ethics.html**.

[7] See these ALA Policies: **Access for Children and Young People to Videotapes and Other Nonprint Formats**; ***Free Access to Libraries for Minors***; ***Freedom to Read*** (**http://www.ala.org/alaorg/oif/freeread.html**); ***Libraries: An American Value***; the newly revised **Library Principles for a Networked World**; **Policy Concerning Confidentiality of Personally Identifiable Information about Library Users**; ***Policy on Confidentiality of Library Records***; ***Suggested Procedures for Implementing Policy on the Confidentiality of Library Records***.

[8] Adopted June 18, 1948; amended February 2, 1961, and January 23, 1980; inclusion of "age" reaffirmed January 23, 1996, by the ALA Council. See: **http://www.ala.org/work/freedom/lbr.html**.

[9] Existing ALA Policy asserts, in part, that: "The government's interest in library use reflects a dangerous and fallacious equation of what a person reads with what that person believes or how that person is likely to behave. Such a presumption can and does threaten the freedom of access to information." **Policy Concerning Confidentiality of Personally Identifiable Information about Library Users**

[10] See: ***Guidelines for the Development and Implementation of Policies, Regulations and Procedures Affecting Access to Library Materials, Services and Facilities***.

Adopted June 19, 2002, by the ALA Council.

[ISBN 0-8389-8208-5]

Links to non-ALA sites have been provided because these sites may have information of interest. Neither the American Library Association nor the Office for Intellectual Freedom necessarily endorses the views expressed or the facts presented on these sites; and furthermore, ALA and OIF do not endorse any commercial products that may be advertised or available on these sites.

Related Files

[Questions and Answers on Privacy and Confidentiality (RTF)]
[Questions and Answers on Privacy and Confidentiality (DOC)]
[Questions and Answers on Privacy and Confidentiality] (PDF File)
[Privacy Interpretation (RTF)]
[Privacy Interpretation (DOC)]
[Privacy Interpretation] (PDF File)

Related Links

[Questions and Answers on Privacy and Confidentiality]
[Adobe Reader]

FILE NO. 022047 RESOLUTION NO. ____________

APPENDIX E

[Resolution opposing the USA PATRIOT Act and related Executive Orders]

Resolution opposing the USA PATRIOT Act and related Executive Orders.

WHEREAS, the City of San Francisco houses a diverse population, including citizens of other nations whose contributions to the community are vital to its character and function; and

WHEREAS, the United States Constitution guarantees all persons living in the United States fundamental rights including freedom of religion, speech, assembly and privacy; protection from unreasonable searches and seizures; due process and equal protection to any person; equality before the law and the presumption of innocence; access to counsel in judicial proceedings; and a fair, speedy and public trial; and,

WHEREAS, the USA PATRIOT Act signed by President George W. Bush on October 26, 2001 has a number of provisions that contradict the above mentioned inalienable rights and fundamentally alters the nature of our civil liberties while doing little to increase public safety; and,

WHEREAS, examples of the provisions of the USA PATRIOT Act and Executive Orders that may violate the Constitution and the rights and civil liberties of San Francisco residents are as follows:

- Significantly expands the government's ability to access sensitive medical, mental health, financial and educational records about individuals, and lowers the burden of proof required to conduct secret searches and telephone and internet surveillance

- Gives law enforcement expanded authority to obtain library records, and prohibits librarians from informing patrons of monitoring or information requests
- Gives the Attorney General and the Secretary of State the power to designate domestic groups, including religious and political organizations as "terrorist organizations"
- Grants power to the Attorney General to subject citizens of other nations to indefinite detention or deportation even if they have not committed a crime
- Authorizes eavesdropping of confidential communications between attorneys and their clients in federal custody
- Limits disclosure of public documents and records under the Freedom of Information Act; and

WHEREAS, Department of Justice interpretations of this Act and these Executive Orders particularly target Muslims, persons of Middle Eastern and South Asian descent and citizens of other nations, and thereby encouraging racial profiling by law enforcement and hate crimes by individuals in our community; now, therefore, be it

RESOLVED, that the City of San Francisco affirms its strong opposition to terrorism, but also affirms that any efforts to end terrorism not be waged at the expense of the fundamental civil rights and liberties of the people of San Francisco, the United States and other countries; and, be it

FURTHER RESOLVED, that the City of San Francisco affirms the rights of all people, including United States citizens and citizens of other nations, living within the City in accordance with the Bill of Rights and the Fourteenth Amendment of the U.S. Constitution; and, be it

FURTHER RESOLVED, that, to the extent legally possible, no City employee or department shall officially assist or voluntarily cooperate with investigations, interrogations, or

arrest procedures, public or clandestine, that are in violation of individuals' civil rights or civil liberties as specified in the above Amendments of the United States Constitution; and be it

FURTHER RESOLVED that the San Francisco Board of Supervisors calls upon all private citizens and organizations, including residents, employers, educators, and business owners, to demonstrate similar respect for civil rights and civil liberties, especially but not limited to conditions of employment and cooperation with investigations; and be it

FURTHER RESOLVED that the City and County of San Francisco call on our United States Representatives and Senators to monitor the implementation of the Act and Orders cited herein and actively work for the repeal of the Act and those Orders that violate fundamental rights and liberties as stated in the United States Constitution and its Amendments.

LIBRARY COMMISSION RESOLUTION 2/03 as approved February 4, 2003

RESOLUTION OF THE SAN FRANCISCO PUBLIC LIBRARY COMMISSION PROTECTING LIBRARY USERS RIGHTS TO PRIVACY AND CONFIDENTIALITY

WHEREAS, the San Francisco Public Library Commission is deeply concerned about the ramifications of the Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001 (USA Patriot Act) as it affects the privacy of San Francisco Public Library users; and

WHEREAS, Sections 214 – 216 of the USA Patriot Act, give law enforcement agencies expanded authority to:

- Obtain library records
- Secretly monitor all electronic communication, and
- Prohibit libraries and librarians from informing users of such monitoring or information requests; and

WHEREAS, the San Francisco Public Library Commission is strongly opposed to terrorism, we also affirm that efforts to combat terrorism need not violate civil rights guaranteed under the First and Fourth Amendments to the Constitution of the United States; and

WHEREAS, public libraries, and specifically the San Francisco Public Library, champion intellectual freedom and must guard library users' rights to privacy in the exercise of that freedom, and must safeguard the civil liberties that have gone hand in hand with the San Francisco Public Library's role in the community; and

WHEREAS, the American Library Association's (ALA) Library Bill of Rights, affirmed as policy by the San Francisco Library Commission in January 1998, asserts that:

- Libraries should challenge censorship in the fulfillment of their responsibility to provide information; and
- Libraries should resist abridgement of free expression and free access to ideas; and
- The "Shadow of Fear" caused by government intrusion into library records breeds self-censorship; and

WHEREAS, the San Francisco Library Commission honors the diversity of San Francisco's people, cherishes the richness this diversity brings, and is offended by targeting or profiling any particular racial, ethnic, cultural, political, or religious group in government investigations; and

WHEREAS, it is the responsibility of public libraries and librarians, as guardians of the public's freedom to read and right to access information, to contest encroachments upon those freedoms by individuals, groups, or the government; and

WHEREAS, the San Francisco Board of Supervisors has adopted a resolution directing City departments to avoid any abridgment of San Franciscans' constitutional rights that could result from law enforcement use of provisions of the USA Patriot Act; and

WHEREAS, the American Library Association has also adopted a resolution in opposition to the USA Patriotic Act; now therefore, be it

RESOLVED, that the San Francisco Public Library Commission stands firmly behind the principles of the public's right to access information and freedom to read; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission views the right to seek and receive information as inherent in the exercise of freedom of speech, and that the Commission views any attempt to obstruct expression and exploration as a violation of the spirit and practice of intellectual freedom that amounts to censorship; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission supports the American Library Association (ALA) guidelines to avoid creating and maintaining unnecessary records. Specifically the San Francisco Public Library Commission supports the San Francisco Public Library's administrative policies that champion the confidentiality of user records and agree with the Library's regular practice of purging user files and circulation records; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission supports the City Librarian's instructions to library staff as a result of recent developments to refer any requests from law enforcement agencies to the City Librarian's Office; and be it

FURTHER RESOLVED that the San Francisco Public Library Commission encourages the City Librarian to take steps to strengthen the Library's circulation and electronic systems and processes to further protect user privacy; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission joins with the American Library Association, the San Francisco Board of Supervisors and San Francisco 's citizens to prevent breaches of user privacy and the disruption of library users' First and Fourth Amendment rights;and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission encourages the San Francisco Public Library to take an active role in clarifying these issues and educating all parties in the interest of the right to know, the right to access, and the freedom to read; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission opposes Sections 214 – 216 of the USA Patriot Act and supports the efforts of the American Library Association and the San Francisco Board of Supervisors to address the broad scope of civil rights violations engendered by certain provisions of the USA Patriot Act

San Francisco Public Library

San Francisco Public Library Privacy Policy

Staff Procedures:

1. Staff will post signs in any library facility using RFID informing the public that RFID technology is in use and the types of usage. The sign will include a statement of protection of privacy and will explain how RFID works in the library, as well as the potential privacy risks related to RFID use in the library.

2. Requests made to staff by law enforcement for Library records are to be immediately referred to the Office of the City Librarian.

3. Requests made to staff by representatives of the federal government under the USA PATRIOT Act are to be immediately referred to the Office of the City Librarian, who will refer the request to the Board of Supervisors.

4. Future *View Your Record* features will be implemented only if those features comply with current user controls (no administrative access and user option to select and delete information).

San Francisco Public Library

WHEREAS, the San Francisco Public Library Commission is pleased to RECOGNIZE, HONOR, and COMMEND the many significant contributions which State Librarian Emeritus and former City Librarian of San Francisco DR. KEVIN STARR has made to improve California libraries during his years of service and leadership; and

WHEREAS, the invaluable civic contributions of scholar Librarian DR. KEVIN STARR, a highly respected historian, author, journalist and University Professor at the University of Southern California, teaching in its History Department, and as a noted commentator on current events have significantly enhanced the prosperity, cultural, economic, political, and social enrichment of our State and City and well being of the people of San Francisco, the Bay Area, and indeed all California; and

WHEREAS, the San Francisco Public Library Commission SALUTES California State Librarian Emeritus and former City Librarian of San Francisco DR. KEVIN STARR, as an outstanding exemplar of the high ideals of professional achievement, personal character, and community leadership at its regular meeting on June 3, 2004;

THEREFORE, Be It Resolved that the SAN FRANCISCO PUBLIC LIBRARY COMMISSION, The SAN FRANCISCO PUBLIC LIBRARY and its USERS in RECOGNITION and HONOR of his outstanding exemplary leadership and dedicated hard work and in recognition of his designation as the California State Librarian Emeritus do hereby RECOGNIZE, HONOR, and COMMEND

DR. KEVIN STARR

In Witness Whereof, I have hereunto
set my hand and caused the seal of the
San Francisco Public Library Commission
to be affixed.

CHARLES A. HIGUERAS, A.I.A.

Date: June 3, 2004

To: San Francisco Public Library Commission

From: Deborah Doyle, BALIS SAB Representative

Re: Bay Area Library & Information System (BALIS)
System Advisory Board (SAB) Report
October 2003–May 2004

I BACKGROUND

A. What is BALIS?

BALIS is an organization of public libraries created to enhance local library and information services through cooperative resource sharing. It is one of fifteen such cooperatives in California that help their members share the resources to better serve library users. The BALIS service area covers three counties: Alameda, Contra Costa and San Francisco, with a combined population of approximately three million. The member libraries of BALIS include: Alameda Free Library, Alameda County Library, Berkeley Public Library, Contra Costa County Library, Hayward Public Library, Livermore Public Library, Oakland Public Library, Pleasanton Public Library and the San Francisco Public Library.

BALIS is a public entity established under authority of the California Library Services Act (CLSA). It is governed by an Administrative Council made up of the nine member library directors.

BALIS helps coordinate an interlibrary loan (ILL) network by which members can share books and materials, greatly expanding the resources available to local library users. BALIS also provides delivery for materials exchanged through the ILL network.

Its Reference Center provides reference services to libraries, as well as directories, location tools and reference sources for member libraries.

BALIS offers continuing education and staff development activities for library staff.

BALIS is the vehicle for member libraries to identify and address issues of common concern.

BALIS seeks funds and coordinates collaborative processes that maintain each member library's ability to design programs that best serve local needs. Examples of successful projects include long-range planning for member libraries, internet-search training for library personnel, youth-at-risk service planning for member libraries, purchasing services for ethnic materials collection development. BALIS libraries are currently involved in an Automated Catalog Linking project.

BALIS has four committees and four forums, composed of representatives from the member libraries. The standing committees are Children's Services, Public Information, Reference, and Staff Development. The forums meet quarterly to discuss issues relating to Collection Development, Interlibrary Loan, Senior Services, and Teen Services.

In July 1996, BALIS, Peninsula Library System (PLS) and Silicon Valley Library System (SVLS) entered into an agreement to share administrative and reference staff. The administrative office is located in San Mateo while the main Reference Center is in San Jose, with a branch in San Francisco.

State, federal and local sources provide funding for BALIS operations. In addition, federal agencies and the private sector often provide special program and planning grants.

B. What is the SAB?

Each CLSA Cooperative Library System has an Advisory Board. Its board members are appointed by each member jurisdiction within the System and represent public users within the System service area. A System Advisory Board does not administer the programs of the Act; rather its role is to advise. The intent of this program is to encourage citizen participation in the development of CLSA programs; it offers an opportunity for lay SAB members to give advice and assistance to the System Administrative Council.

II. SAB PURPOSE & DUTIES

A. Purpose: The SAB assists the Administrative Council in developing the system annual plan of service; advises the Council on the need for services and programs; and assists in evaluating the system's services.

B. Duties: The duties of the System Advisory Board may include but are not limited to:

1. Assisting the Administrative Council in developing the system plan of service.
2. Advising the Administrative Council on the needs for services and programs.
3. Assisting in the evaluation of services provided by the system.
4. Establishing and maintaining communication with the BALIS Administrative Council.

C. System Plan of Service

1. BALIS SAB 2004-05 (Attachment)

III. SAB MEMBERS

A. Appointment Process

1. The governing body of the member jurisdiction makes appointment (in SF, the Board of Supervisors).
2. The appointing jurisdiction shall ensure that appointment represents the public at large and of the underserved residents in the system service area.
3. The term of an appointment is two years; a member may serve no more than two consecutive terms.

B. Composition: Of the current membership, three serve as commissioners or trustees, four serve on the board of a library support organization, one is a civil servant who is enrolled in an MLS program and one member will be starting an MLS program in the fall.

Alameda City: Marc Lambert
Alameda County: Eddie Jo Mack, Chair
Berkeley: (Position vacant)
Contra Costa: Betty Weibert
Hayward: Dr. Ilene Rockman
Livermore: Dan Swinbank
Oakland: (appointment pending)
Pleasanton: Joan Leighty
San Francisco: Deborah Doyle (past Chair)

IV MEETINGS

A. Legal Requirement: Minimum of four times a year
B. General Practice: Bi-monthly, one of which is a joint meeting with the BALIS Administrative Council.
C. The BALIS SAB, adjourned for the summer months, will meet next in September.

V. ACTIVITIES

A. WORKSHOPS

The SAB, with the SABs of the Peninsula Valley System and Silicon Valley Library System, hosted an advocacy workshop for regional library support groups at the SFPL on February 1, 2004, featuring a keynote speech by Ann Cain, the Contra Costa Library Director. The SABs will host a workshop on June 19 that discusses library Friends and Foundations as well as other library fundraising issues. Speakers will include Deborah Doyle and Linda Crow, Executive Director of BALIS.

B. JOINT MEETINGS

The 2004 joint meeting of the SAB and Administrative Council featured an overview of the BALIS National Library Week PR campaign.

C. EVALUATION & PLANNING

The SAB reviewed the BALIS plan of service. It also evaluated its own activities and sets objectives for 2004-05.

D. OTHER ACTIVITIES

SAB members also attended Administrative Council meetings, the annual CLA convention, workshops given by CALTAC or other library-related organizations, Legislative Day in the District and Legislative Day in Sacramento.

CALIFORNIA LIBRARY SERVICES ACT
System Plan of Service, FY 2004/2005
System Advisory Board Program

1. System Name

Bay Area Library & Information System

2. Objectives

The System Advisory Board advises the Administrative Council and staff about system programs and acts as a communications channel for the local library.

A. Meetings

1. An orientation will be held in September for new and continuing members.
2. One or more Administrative Council members will attend each SAB meeting.
3. At least 50% of the SAB members will attend workshops appropriate to serving as a Board member.
4. All SAB members will have the opportunity to attend local BALIS workshops.
5. SAB members will receive all Administrative Council agendas and may attend.

B. Meeting Content

1. Provide opportunities for ongoing self-education through topical meetings, including:
   a. Friends and foundation activities
   b. State legislative initiatives and legislation
2. Include time for SAB members to ask questions and/or exchange information about system services.

C. Presentations and Activities

1. The SAB will work with PLS and SVLS to develop a workshop focused on fund raising for friends' groups and foundations.
2. The SAB members from BALIS, SVLS and PLS will have a Saturday morning breakfast to discuss issues of mutual interest.
3. Schedule a dinner with the Administrative Council with a speaker on a current library issue.

D. Legislative Activities

1. Consider methods for building links with local, state and federal legislators in order to raise awareness of library issues both local and statewide.
2. Attend CLA Legislative Day and/or Day in the District.

E. Planning and Evaluation

1. Participate in planning and evaluation of SAB objectives for FY 2004/05.
2. Evaluate activities for the year and make recommendations as appropriate.
3. Review the system annual Plan of Service and make recommendations to the Administrative Council.

3. Inventory of Available Resources

A. Orientations and presentations on system programs at SAB meetings
B. System Advisory Board manual
C. Access to meeting rooms
D. Secretarial services
E. BALIS Administrative Council agenda and minutes
F. CLA Newsletter
G. State Library Newsletter
H. Friends and Foundations of California Libraries Newsletter
I. CALTAC Newsletter
J. CALTAC Workshops
K. Administrative Council's expertise in working with citizen boards
L. The experience of SAB members who have served as friends of libraries, members of library boards, and participants in other community activities

4. Plan of Action

Time	Activity
Ongoing	System Administration staff sends copies of newsletters, memos, Council minutes and agendas, workshop announcements, and other information to SAB members
August	System Director and staff update orientation materials as necessary
September	Elect Chair SAB orientation program and review session

November	Regular SAB meeting CLA Conference
February	Regular SAB meeting or joint workshop
March	Develop SAB Plan of Service BALIS/PLS/SVLS breakfast meeting
May	Review and approve Plan of Service for next fiscal year Conduct self-evaluation for concluding fiscal year Appoint Nominating Committee
Spring	Joint annual dinner with the Administrative Council

5. User Benefits Expected

A. Citizens' advice to BALIS Administrative Council on current and future programs.
B. Improved communication to and from local libraries and library user community.
C. Increased awareness of library issues and library needs in general, and BALIS issues and needs specifically.

6. Evaluation

Objectives are evaluated by keeping records of attendance at SAB and other meetings and by reviewing the agenda and minutes of SAB meetings. The SAB also conducts a self-evaluation at its last meeting of the fiscal year by discussing their activities, the impact of these activities, and their feelings about serving on the System Advisory Board.

7. Related Non-CLSA Activities

The SAB is kept informed of the System's activities which are not part of CLSA and is asked for input regarding these programs.

CALIFORNIA LIBRARY SERVICES ACT

Estimated Workload

System Advisory Board Program, FY 2004/05

a. Number of members on Advisory Board 8

b. Number of Advisory Board meetings to be held 6

c. Estimated number of System meetings/events which SAB members will attend 6

d. Estimated number of miles to be traveled annually, all members 1,000

e. Estimated number of overnight stays required, all members 0

DOCUMENTS DEPT.

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SAN FRANCISCO
PUBLIC LIBRARY

San Francisco Public Library Commission
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Phone 415.557.4233, Fax 415.557.4240

SF
P76
#1
6/17/04

Gavin Newsom
Mayor

Charles A. Higueras, A.I.A.
President

Carol Steiman
Vice President

Helen Marte Bautista
Lonnie K. Chin
Steven A. Coulter
Fran A. Streets
Deborah Strobin
Commissioners

Susan Hildreth
City Librarian

Michael Housh
Commission Secretary

NOTICE OF MEETING

A regular meeting of the San Francisco Public Library Commission will be held as follows:

DATE: Thursday, June 17, 2004
TIME: 4:00 p.m.
PLACE: Koret Auditorium, Main Library, lower level

The meeting will be called to order.

1. PUBLIC COMMENT

(This item is to allow members of the public to comment generally on matters within the Commission's purview as well as to suggest new agenda items for the Library Commission's consideration.)

2. APPROVAL OF THE MINUTES — ACTION

Presentation of, discussion of, and possible action to approve the Minutes of the regular Commission meeting of May 20, 2004.
Explanatory document: draft Minutes

3. BOND PROGRAM MANAGER'S REPORT — DISCUSSION

(This is a discussion item to allow the Branch Library Bond Program Manager to report on recent bond program related activities and make announcements.)
This report will consist of *an informational presentation*: none *regular reports*: program budget and schedule; active projects; and community outreach; and *special reports;* construction report and a Western Addition Branch update.
Explanatory documents: current Budget Report and Branch Library Summary Schedules

4. POE UPDATE REPORT — DISCUSSION

Presentation of and discussion of the status of Main Library Post Occupancy Evaluation (POE) Report related improvements.

5. PRIVACY POLICY — ACTION

Presentation of, discussion of, and possible action to approve a Library Privacy Policy to safeguard the privacy of all library users and preserve confidentiality of information sought or received, and materials consulted, borrowed, or received.
Explanatory document: revised draft Privacy Policy

6. TRIBUTE TO THE CITY LIBRARIAN — ACTION

Presentation of and discussion of and possible action to approve a resolution commending and thanking City Librarian Susan Hildreth for her dedication, hard work, and principled leadership during her service as San Francisco City Librarian.
Explanatory document: draft resolution

SAN FRANCISCO PUBLIC LIBRARY COMMISSION - Accessible Meetings Policy

To ensure the participation of the disabled public in all Commission public meetings, the following items concerning accessibility will be available:

Sign Language interpreters or note takers will be available upon request. Please contact Services for the Deaf and Hearing Impaired at 415/557-4433 (TDD) or 415/557-4434 (Voice) at least 48 hours prior to the meeting. Late requests will be honored if possible.

A sound enhancement system will be available upon request at the meetings. Please contact Services for the Deaf and Hearing Impaired at 415/557-4433 (TDD) or 415/557-4434 (Voice) at least 48 hours prior to the meeting. late requests will be honored if possible.

A person who is deaf or hearing impaired may gain meeting information prior to the meeting by calling 415/557-4433 (TDD) or 415/557-4434 (Voice). In addition, the California Relay Service can be used by individuals with hearing and speech impairments by calling 1-800/735-2929 (TDD) or 1-800/735-2992 (Voice).

Minutes of the meetings are available in alternative formats. If you require the use of a reader during the meeting, please contact the Library for the Blind and Print Handicapped at 415/557-4253 at least 48 hours in advance of the need.

Individuals with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities should call the accessibility hotline at 415/554-8925 to discuss meeting accessibility. In order to assist San Francisco's efforts to accommodate such people, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City to accommodate these individuals.

Library Commission meetings will be held at the Main Library, 100 Larkin Street at Grove, Lower Level, Koret Auditorium, except when otherwise noticed. The Commission meeting room is wheelchair accessible. The closest accessible BART station is Civic Center. The accessible MUNI line serving this location is the #19 Polk. For information about Muni's accessible service, please call 415/923-6142.

There is accessible parking available at 355 McAllister, Civic Center Plaza Garage. Call 415/863-1537.

Accessible seating for persons with disabilities (including those using wheelchairs) will be available at meetings.

The ringing of and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at this meeting. Please be advised that the Chair may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager, or other similar sound producing electronic devices.

Know Your Rights Under The Sunshine Ordinance

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review.

For more information on your rights under the Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code) or to report a violation of the ordinance, contact Donna Hall, Administrator, the Sunshine Ordinance Task Force, City Hall, Room 409 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102-4689 or at 415/554-7724 ph. 415/554-5163 FAX and website at Donna_Hall@sfgov.org. Copies of the Sunshine Ordinance can be obtained from the Clerk of the Sunshine Task Force, the San Francisco Public Library and on the City's website at www.sfgov.org/Sunshine

San Francisco Lobbyist Ordinance

Attention: Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance [SF Campaign & Governmental Conduct code sec. 2.100] to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the Ethics Commission at 30 Van Ness Avenue, Suite 3900, San Francisco, CA 94102, telephone (415) 581-2300, fax (415) 581-2317 and web site: sfgov.org/ethics.

Michael Housh, Commission Secretary 9/11/03

7. COMMENDING RETIRING LIBRARY STAFF ACTION

Presentation and discussion of and possible action to approve certificates honoring the decades of exemplary and outstanding public service provided by retiring Library staff members: Carol Coon; Pat Hall; Marilyn Thieme; and Margaret Wyatt.

8. CITY LIBRARIAN SEARCH PROCESS ACTION

Discussion and possible action to contract with an executive search firm and to establish an Ad Hoc Search Committee of the Library Commission that will establish a selection process, including possibly contracting with an executive search firm, review applicants, recommend candidates for the Library Commission to consider as nominees to the Mayor for the position of City Librarian, and report regularly to the Commission at Commission meetings.

9. CLOSED SESSION ACTION

a. Public Comment on matters appearing on the closed session agenda item. (A separate comment period will be afforded for each closed session item)

b. Vote on whether to hold closed session (i) PERSONNEL MATTER-PUBLIC EMPLOYEE APPOINTMENT- ACTING CITY LIBRARIAN pursuant to Government Code Section 54957 (b) and (ii) CONFERENCE WITH REAL PROPERTY NEGOTIATOR pursuant to Government Code section 54956.8:
Property: Fuhrman Bequest Lands, 78.12 acres of desolate land outside Bakersfield in Kern County, CA, identified as Assessor's Parcel No. 093-031-03.
Person Negotiating: Carl Watkins , Carolina Aquino, Arvin, CA 93203
Under negotiation: terms and conditions of playing field lease

c. Discussion and possible action to nominate candidate(s) to Mayor

d. Discussion and possible action to recommend approval of lease subject to approval of Recreation and Park Commission and conditional use permit from Kern County

e. Vote on whether to disclose any or all closed session discussions

9. ADJOURNMENT (requires motion and public comment) ACTION

M. Housh, Secretary. 6/11/04

Explanatory documents: Copies of listed explanatory documents are available as follows: (1) from the Commission Secretary/Custodian of Records, Main Library, 6th Floor, (2) in the rear of the Koret Auditorium immediately before and during the meeting, and (3)to the extent possible, on the Library's website at http://sfpl.org/.

Additional materials not listed as explanatory documents on this agenda, if any, that are distributed to the Library Commissioners prior to or during the meeting in connection with any agenda item will be available to the public for inspection and copying in accordance with Government Code Section 54954.1 and Sunshine Ordinance §§ 67.9, 67.28(b)& 67.28(d).

DRAFT

San Francisco Public Library Commission
100 Larkin Street, San Francisco, CA 94102-4733
Phone 415.557.4233, Fax 415.557.4240

Gavin Newsom
Mayor

Charles A. Higueras, A.I.A.
President

Carol Steiman
Vice President

Helen Marte Bautista
Lonnie K. Chin
Steven A. Coulter
Fran A. Streets
Deborah Strobin
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City Librarian

Michael Housh
Commission Secretary

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SAN FRANCISCO
PUBLIC LIBRARY

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Draft Minutes of the regular meeting of Thursday, June 17, 2004.
The San Francisco Public Library Commission held a regular meeting on Thursday, June 17, 2004, in the Koret Auditorium, Main Library.

The meeting was called to order by Vice President Steiman at 4:08 pm.

The following members were present: Chin, Bautista, Coulter, and Steiman. President Higueras joined the meeting and assumed the Chair at 4:13 pm. Commissioners Streets and Strobin were reported excused.

AGENDA ITEM #1 PUBLIC COMMENT

Public comment on AGENDA ITEM #1 PUBLIC COMMENT

An anonymous member of the public expressed their view that the selection process for city librarian was already tainted and like previous city librarians whoever was selected would be burdened by the undemocratic secretive process used to select them.
Ms. Dalisay "Doli" Bocobo-Balunsat, 1st Filipino-American Librarian at San Francisco Public Library, invited Commissioners to attend June 19th Rizal Day festivities, and discussed her proposed donation of archival materials and historic photographs to the Library.
Mr. Peter Warfield announced that he had been appointed to the Board of Supervisors' library citizen's advisory committee.

AGENDA ITEM #2 APPROVAL OF THE MINUTES OF MAY 20, 2004

Public comment on AGENDA ITEM #2 APPROVAL OF THE MINUTES OF MAY 20, 2004

Peter Warfield found the minutes improved, but lacked report of the effective date of the City Librarian's resignation, and did not report details of his public comments.

Commission discussion of AGENDA ITEM #2 APPROVAL OF THE MINUTES OF MAY 20, 2004

MOTION: Commissioner Chin, 2nd Commissioner Bautista for approval of the Minutes of the regular Commission meeting of May 20, 2004.

Adopted by the following vote:
AYE 5-0 (Bautista, Chin, Coulter, Higueras, and Steiman)

AGENDA ITEM #3 BOND PROGRAM MANAGER'S REPORT

(Presented by Branch Library Improvement Program Manager Marilyn Thompson -This is a discussion item to allow the Branch Library Bond Program Manager to report on recent bond program related activities and make announcements.)

Ms. Thompson noted there would be no informational presentation at the meeting and then presented the current budget and schedule of active projects, and community outreach update report (copies attached). The BLIP Manager then presented a construction activities report. Ms. Thompson concluded her reports with an overview of a proposed Western Addition Branch expansion site plan (copy attached).

Public comment on AGENDA ITEM #3 BOND PROGRAM MANAGER'S REPORT

Mr. Peter Warfield noted that the possibility of relocating branch libraries out of parks had been discussed a the joint Rec/Park and Library Commissions meeting and remarked that he had been unaware of the possibility that the Visitacion Valley Branch might be developed as a mixed use facility.

Commission discussion of AGENDA ITEM #3 BOND PROGRAM MANAGER'S REPORT

Vice President Steiman noted that the possibility that the Visitacion Valley Branch could be developed with a partner sharing the site had been a significant point of discussion and recurrent topic from the first instance that the Library considered purchasing the site. Vice President Steiman recalled that those discussions noted that the site was larger than was needed for the new branch as it had been proposed in the Prop. A (2000) and might need to be subdivided or developed in a partnership. In answer to questions by President Higueras and Vice President Steiman, the BLIP Manager explained that there were sufficient funds available in the Bond Program to fund the two small additions proposed for the Western Addition Branch that had not been included in the original bond proposal. In response to Commissioners' questions, Ms. Thompson described the ongoing discussions with the Department of Recreation and Park concerning Library facilities on Park properties Ms. Thompson pointed out that at this point there were more concerns with Planning Department related issues. Vice President Steiman commented that she found the construction report clear and remarked that it would be most important to catch any alarming change order trends before they became a problem. President Higueras noted that the construction reports should meet the expectation that they keep the Commission aware of what was going on with each of the projects under construction

President Higueras announced that he was reordering the taking of agenda items with Agenda Item #7 Commending Retiring Library Staff to be next; followed by Agenda Item #6 Tribute to the City Librarian; then Agenda Item #4, the POE Update Report; then Agenda Item #5 Privacy Policy, followed by the remaining items in original order.

AGENDA ITEM #7 COMMENDING RETIRING LIBRARY STAFF
(taken up out of order)

President Higueras lauded the contributions of retiring library staff: Carol Coon, Pat Hall, Marilyn Thieme, Margaret Wyatt, Emily Boyles, Judith Faria, and Nancy Wortman; and read the text of a proposed letter of appreciation. President Higueras noted that each of the retiring library staff members would receive a certificate in thanks and appreciation for their years of service to the San Francisco Public Library

Public comment on AGENDA ITEM #7 COMMENDING RETING LIBRARY STAFF

Mr. Peter Warfield called attention to the important public service provided by librarians and was sorry to see them go.

Commission discussion of AGENDA ITEM #7 COMMENDING RETING LIBRARY STAFF

MOTION: Commissioner Chin, 2nd Commissioner Bautista for approval of the letter and certificates honoring the retiring Library staff members.

Adopted by the following vote:
AYE 5-0 (Bautista, Chin, Coulter, Higueras, and Steiman)

AGENDA ITEM #6 TRIBUTE TO THE CITY LIBRARIAN (taken up out of order)

President Higueras noted that this would be Ms. Hildreth's last Commission meeting as City Librarian and read the text (copy attached) of a proposed resolution honoring and thanking her for her devoted service as City Librarian.

Ms. Anna Damiani of Assemblyman Mark Leno's Office presented a Joint California State Assembly and State Senate Resolution honoring Ms. Hildreth's leadership for libraries throughout California authored by Assemblyman Leno and State Senate President Pro Tem John L. Burton.

Ms. Hildreth expressed her appreciation of Assemblyman Leno's leadership on behalf of California's libraries and thanked the Commissioners for their resolution. Ms. Hildreth called attention to the great support that the Commissioners provided for the Library, her outstanding management team, the Library's wonderful staff, and the great support that the people of San Francisco had proved to their libraries. Ms. Hildreth noted that despite a great deal of external negativity that the Library staff did the best job possible in providing services to its users.

Public comment on AGENDA ITEM #6 TRIBUTE TO THE CITY LIBRARIAN

Mr. Peter Warfield commented that he disagreed with some details of the proposed resolution honoring Ms. Hildreth and would have instead included others calling attention to her leadership against the USA PATRIOT Act and in opposition to mandatory filtering library computers.

Commission discussion of AGENDA ITEM #6 TRIBUTE TO THE CITY LIBRARIAN

Vice President Steiman said Ms. Hildreth was the most hardworking, effective City Librarian, who successfully overcame many obstacles thrown in her path, while always maintaining a positive outlook and calm demeanor. President Higueras noted that Ms. Hildreth had given her heart and soul to the Library and that he would greatly miss working with her for our libraries. Commissioners Coulter and Bautista offered their thanks and best wishes. Deputy City Librarian Paul Underwood noted that the resolution did not have enough room to report all of Ms. Hildreth's many accomplishments and lauded her as the best leader he had worked with in 30 years of library service. Commissioner Chin called attention to Ms. Hildreth's patience with negative comments and noted the great professional and personal respect that she enjoyed from the Library's staff.

MOTION: Vice President Steiman, 2nd Commissioner Chin for approval of the resolution honoring City Librarian Susan Hildreth for her dedicated leadership and service to the people of San Francisco.

Adopted by the following vote:
AYE 5-0 (Bautista, Chin, Coulter, Higueras, and Steiman)

AGENDA ITEM #4 POE UPDATE REPORT (taken out of order)

Chief of the Main Library Kathy Lawhun presented an overview of progress on Post Occupancy Evaluation (POE) Report related Main Library improvements since her last report. Ms. Lawhun noted that Phase 1 POE renovations were virtually complete, the signage project ongoing, and that intensive staff planning was underway for the first Floor re-alignment that would follow the departure of Technical Services to 190-9th Street in the fall of this year. Deputy City Librarian Paul Underwood then updated the Commission concerning work at the Library's Support Services Center at 190-9th Street. Ms. Lawhun then provided additional details concerning the re-design of the Main Library's 1st Floor Borrowers Services areas.

Public comment on AGENDA ITEM #4 POE UPDATE REPORT

None offered.

Commission discussion of AGENDA ITEM #4 POE UPDATE REPORT

In response to Commissioners' questions, Ms. Lawhun discussed plans for the areas on the 3rd Floor after the fiction collections were relocated to the 1st Floor and concerning improvements to the rest rooms.

AGENDA ITEM #5 PRIVACY POLICY

Deputy City Librarian Paul Underwood presented the revised draft (copy attached) of the proposed Privacy Policy calling attention to the revisions, additions, and deletions suggested by the Deputy City Attorney and Commissioners and recommended approval of the proposed policy to safeguard the privacy of all library users and preserve confidentiality of information sought or received, and materials consulted, borrowed, or received.

Public comment on AGENDA ITEM #5 PRIVACY POLICY

Mr. Peter Warfield found there were serious problems with the proposed policy and urged that it not be approved.

Commission discussion of AGENDA ITEM #5 PRIVACY POLICY

In response to a comment by Vice President Steiman noting that the Library could not be responsible for the privacy policies of other sites library users visited it was reported that no information tied to a user was revealed when library users linked to other sites from Library computers. At President Higueras' suggestion item #13 regarding library cards was clarified to make clear RFID use on library cards was not envisioned. It was the consensus of the Commissioners that the revised Privacy Policy addressed their expressed concerns. The Deputy City Librarian reported that pending State legislation, SB 1834 (Bowen), further strengthened the privacy protections of library users and that the proposed policy fully conformed to the new standards. Commissioner Coulter thanked Mr. Underwood for his hard work in refining the policy.

MOTION: Vice President Steiman, 2nd Commissioner Bautista for approval of the proposed Privacy Policy with revision of part #13 removing the qualifier on non-use of RFID on library cards.

Adopted by the following vote:
AYE 5-0 (Bautista, Chin, Coulter, Higueras, and Steiman)

President Higueras called a brief recess at 5:53pm
The Commission returned to session at 6:06pm

AGENDA ITEM #8 CITY LIBRARIAN SEARCH PROCESS

Library Director of Human Resources Donna Marion described in detail the process used to consider, review, interview and recommend selection of a City pre-qualified executive search firm to review applicants, and recommend candidates for the Library Commission to consider as nominees to the Mayor for the position of City Librarian. Ms. Marion reported on the work of a library staff screening committee that had reviewed the applications by the three executive search firms and reported that the highest scoring firm to be the Hawkins Company.

Public comment on AGENDA ITEM #8 CITY LIBRARIAN SEARCH PROCESS

An anonymous member of the public found the process proposed aristocratic and undemocratic, suggesting that a secret committee would breed cynicism about the selection.
Mr. Peter Warfield urged that the Commission control the search process, decried the lack of explanatory documents, questioned the composition of the library staff

committee that screened the search firms, and recommended the search process be done in public so that members of the public like him could participate.

Commission discussion of AGENDA ITEM #8 CITY LIBRARIAN SEARCH PROCESS

President Higueras noted that the Commission was considering a process and that an important role of the executive search firm in the City Librarian Search process would be to help identify and bring out issues of concern and interests. Vice President Steiman recalled that the Commission had gone quite far along in developing a search in 2001 and that preparation for a search could be reused now. In response to a question by Commissioner Coulter, Ms. Marion confirmed that the Hawkins Company had significant professional experience and was well regarded nationally. The Library's Director of Human Resources informed the Commissioners that the Hawkins Company had done several executive searches for other important librarian positions. The City Librarian noted that the Hawkins Company had also recently conducted successful executive searchs for the City and in the Bay Area.

MOTION: Commissioner Bautista, 2nd Commissioner Chin to authorize the Library's Director of Human Resources to enter into negotiations for a contract with the Hawkins Company, a City pre-qualified executive search firm, concerning selection of the firm to conduct a search for candidates for City Librarian.

Adopted by the following vote:
AYE 5-0 (Bautista, Chin, Coulter, Higueras, and Steiman)

AGENDA ITEM #9 CLOSED SESSION

Public comment on AGENDA ITEM #9 CLOSED SESSION
PERSONNEL MATTER-PUBLIC EMPLOYEE APPOINTMENT- ACTING CITY LIBRARIAN

An anonymous member of the public found the agenda item description confusing and recalled that they had filed many lawsuits against the Library concerning previous City Librarian selection processes.
Mr. Peter Warfield wondered why selection of an Acting City Librarian needed to be done in a closed session and opined that any discussion of criteria and concerns should be in a public session.

Public comment on AGENDA ITEM #9 CLOSED SESSION
CONFERENCE WITH REAL PROPERTY NEGOTIATOR

An anonymous member of the public noted their long-term interest in issues involving the Fuhrman Trust and commented on the strict requirements of the law concerning authorizing closed session discussions urging that appropriate rationale be provided.
Mr. Peter Warfield commented that he was unclear what needed to be done in a closed session, questioned why City staff involved were not identified, and wanted to know exactly what would be accomplished.

Commission discussion of AGENDA ITEM #9 CLOSED SESSION

MOTION: Commissioner Bautista, 2nd Commissioner Chin that the Public Library Commission retire into closed session for the purpose of (i) PERSONNEL MATTER-PUBLIC EMPLOYEE APPOINTMENT- ACTING CITY LIBRARIAN pursuant to Government Code Section 54957 (b) and (ii) CONFERENCE WITH REAL PROPERTY NEGOTIATOR pursuant to Government Code section 54956.8:
Property: Fuhrman Bequest Lands, 78.12 acres of desolate land outside Bakersfield in Kern County, CA, identified as Assessor's Parcel No. 093-031-03.
Person Negotiating: Carl Watkins, Carolina Aquino, Arvin, CA 93203
Under negotiation: terms and conditions of playing field lease
c. Discussion and possible action to nominate candidate(s) to Mayor
d. Discussion and possible action to recommend approval of lease subject to approval of Recreation and Park Commission and conditional use permit from Kern County.

Adopted by the following vote:
AYE 5-0 (Bautista, Chin, Coulter, Higueras, and Steiman)

The Public Library Commission retired into closed session at 7:09pm.
The Public Library Commission returned to public session at 7:43pm.

MOTION: by Commissioner Coulter, 2nd Commissioner Chin not to disclose whether any action was taken or report any of the discussions that occurred during the closed session.

Adopted by the following vote:
AYE 5-0 (Bautista, Chin, Coulter, Higueras, and Steiman)

AGENDA ITEM # 10 ADJOURNMENT

MOTION: by Commissioner Coulter, 2nd Commissioner Chin that the meeting be adjourned.

Public comment on AGENDA ITEM # 10 ADJOURNMENT

None offered.

There being no further business before the Commission the meeting was adjourned at 7:45pm

ACTION: AYE 4-0 (Bautista, Chin, Coulter, and Higueras)

Michael Housh, Commission Secretary 6/29/04

Please note: These are draft Minutes subject to change by the Library Commission. Copies of Commission Minutes and handouts are available in the Office of the Commission Secretary, 100 Larkin Street, San Francisco, CA 94102

ATTACHMENTS:

Branch Library Improvement Program (BLIP) Manager's Report notes
Branch Library Improvement Program Schedule 2/19/04
Branch Library Improvement Program Budget 6/17/04
POE Update Report
Revised Privacy Policy
Resolution honoring the City Librarian

Explanatory documents: Copies of listed explanatory documents are available as follows: (1) from the Commission Secretary/Custodian of Records, Main Library, 6th Floor, (2) in the rear of the Koret Auditorium immediately before and during the meeting, and (3)to the extent possible, on the Library's website at http://sfpl.org/.

Additional materials not listed as explanatory documents on this agenda, if any, that are distributed to the Library Commissioners prior to or during the meeting in connection with any agenda item will be available to the public for inspection and copying in accordance with Government Code Section 54954.1 and Sunshine Ordinance §§ 67.9, 67.28(b)& 67.28(d).

Minutes of the Library Commission Meeting June 17, 2004

Appendix A

The Public Comment Summary Statements included in these Minutes are authorized by San Francisco Administrative Code Section 67.16.

These summary statements are provided by the speaker. Their contents are neither generated by, nor subject to approval or verification of accuracy by, the San Francisco Public Library Commission.

The number of members of the public who spoke anonymously at this meeting. 1

CURRENT BI REPORT-2000 Branch Library Improvement Bond Program
June 17, 2004

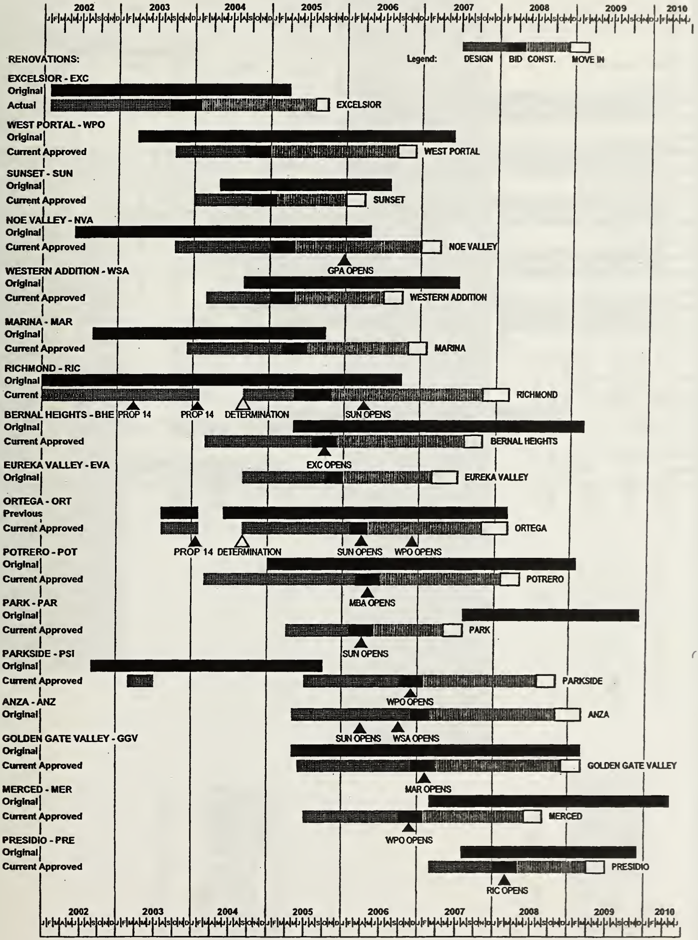
	BUDGET		REVENUE					EXPENDITURES/ENCUMBRANCES	
			FUND STRATEGY			FUND STATUS			
Branch	Baseline Budget (10/01)	Approved Budget (1/04)	City Prop. A Bonds	Other Funds	Total All Sources	Appropriated	Total Available	Actual 31-May-04 B	New This Month
Site Acquisitions & New Construction									
Glen Park	4,570,000	4,681,000	4,581,000		4,681,000	4,728,250	4,728,250	297,083	987
Ingleside	4,570,000	4,843,000	1,943,000	2,900,000 (1)	4,843,000	2,890,000	2,890,000	2,536,453	-
Mission Bay	3,350,000	3,957,000	3,957,000		3,957,000	3,957,000	3,957,000	3,489,807	18,181
Portola	4,570,000	4,388,000	1,988,000	2,400,000 (1)	4,388,000	2,435,000	2,435,000	1,876,524	-
Visitacion Valley	5,320,000	6,826,500	5,826,500		5,826,500	2,870,000	2,870,000	2,230,776	720
Support Services	9,080,000	8,876,000	8,875,000		8,876,000	8,628,000	8,626,000	8,751,216	13,927
SUBTOTAL	*31,460,000*	*32,571,500*	*27,271,500*	*5,300,000*	*32,571,500*	*25,506,250*	*25,506,250*	*19,181,859*	*33,815*
Renovations									
Anza	4,740,000	4,603,000	4,503,000		4,503,000				
Bayview	3,820,000	3,629,000	3,629,000		3,629,000			18,690	
Bernal Heights	5,350,000	5,082,500	5,082,500		5,082,500			12,459	11,947
Eureka Valley	4,580,000	4,351,000	4,351,000		4,351,000			18,202	
Excelsior	3,820,000	3,649,000	3,549,000		3,649,000	3,629,000	3,629,000	2,858,702	29,274
Golden Gate Valley	6,340,000	6,073,000	5,073,000		6,073,000	50,000	60,000		
Marina	4,110,000	3,904,600	3,904,500		3,904,500	976,125	976,125	525,832	
Merced	4,200,000	3,990,000	3,990,000		3,990,000	-	-		
Noe Valley	4,410,000	4,189,500	4,189,500		4,189,500	1,047,125	1,047,125	734,746	(39)
North Beach	3,460,000	3,287,000	3,287,000		3,287,000	821,750	821,750	118	
Ortega	3,550,000	3,382,000	3,382,000		3,382,000	350,000	350,000	140,788	370
Park	1,310,000	1,244,600	1,244,500		1,244,500	-	-		
Parkside	2,880,000	3,235,000	3,235,000		3,236,000	2,736,000	2,736,000	89,204	
Potrero	4,230,000	4,018,500	4,018,500		4,018,500	-	-		
Presidio	1,530,000	1,453,500	1,453,500		1,453,500	353,400	353,400	120,920	
Richmond	7,630,000	7,141,500	41,500	7,100,000 (1) (2)	7,141,500	2,441,500	2,441,500	994,313	258
Sunset	1,490,000	1,415,500	1,415,500		1,415,500	1,415,500	1,415,500	247,468	-
West Portal	4,110,000	3,904,500	3,904,500		3,904,600	976,125	976,125	676,149	703
Western Addition	3,430,000	3,258,500	3,258,500		3,258,500	-	-	34,576	6,782
SUBTOTAL	*74,000,000*	*70,713,000*	*63,613,000*	*7,100,000*	*70,713,000*	*14,796,525*	*14,796,525*	*6,282,147*	*53,577*
Program-Wide Services & Costs									
Library Program Costs	800,000	800,000	800,000		800,000	600,000	600,000	486,954	1,052
Program Consultants	750,000	750,000	750,000		750,000	562,600	562,500	120,392	3,128
City Program Management	3,600,000	3,600,000	3,600,000		3,600,000	1,013,822	1,013,822	1,051,397	41,652
Real Estate Dept	120,000	235,281	235,281		235,281	235,281	235,281	235,281	0
Art Enrichment Program	0	302,000	302,000		302,000	302,000	302,000	117,396	0
Program Interim Services	0	438,400	253,542	184,858 (4)	438,400	300,000	300,000	253,532	(10)
Relocation & Moving Reserve	4,360,000	410,000	94,858	315,142 (4)	410,000	0	0		0
Furniture & Equipment Reserv	15,000,000	16,000,000	0	16,000,000 (3)	16,000,000	0	0		0
Bond Financing Costs	1,500,000	1,500,000	1,500,000		1,500,000	338,622	338,622	290,051	0
Program Reserve	1,675,000	7,444,819	7,444,819		7,444,819	0	0		0
SUBTOTAL	*27,805,000*	*31,480,500*	*14,980,500*	*16,500,000*	*31,480,500*	*3,352,225*	*3,352,225*	*2,555,013*	*45,822*
TOTAL	**133,265,000**	**134,765,000**	**105,865,000**	**28,900,000**	**134,765,000**	**43,655,000**	**43,655,000**	**28,019,019**	**133,214**

(1) Prop. 14 State Grants
(2) Earthquake Safety Program funds remaining for Branch Libraries ($2,400,000 for Richmond)
(3) Private donations from Friends & Foundation, includes Friends and Foundation fundraising expenses.
(4) Library Preservation Fund approved by Library Commission ($500,000) 1/04

Branch Library Program Summary Schedules

Monthly Bond Program Manager's Report

Approved February 19, 2004



Branch Library Program Summary Schedules

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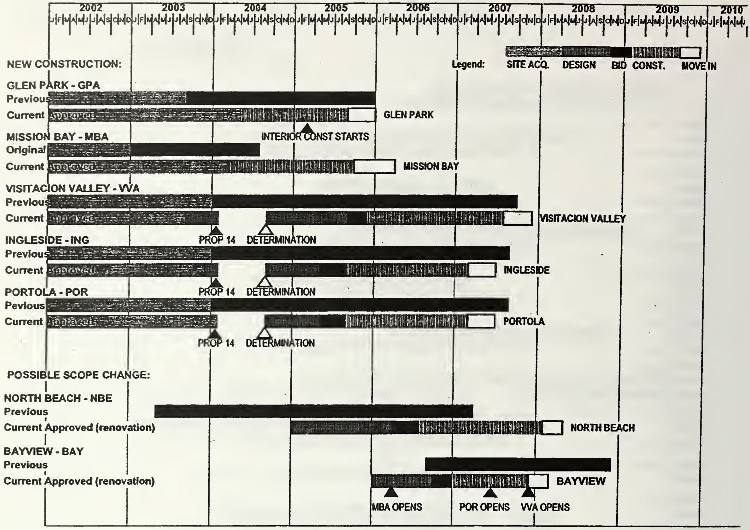
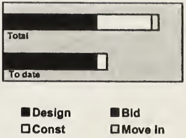
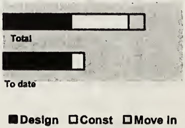
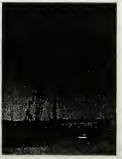
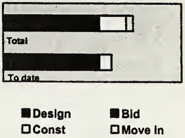


CONSTRUCTION REPORT – 2000 Branch Library Improvement Program
June 17, 2004
Page 1

Branch	Contacts	Statistics	Progress Report	Schedule
Excelsior Branch 4400 Mission Street	**District/Supervisor:** 11 / Sandoval **Architect:** DPW Bureau of Architecture **Contractor:** CDX Builders	**Bid:** $1,793,800: **Change Orders:** $0 **Total Contract:** $1,793,800 **Payments:** $0 **Duration:** 460 days **Extensions:** 0 days **Total Duration:** 460 days **End date** 06/24/05	Abatement & mobilization complete Demolition complete Temporary shoring complete Foundations in process Excavation for ADA ramp in process Lead abatement for welding complete	
Mission Bay Branch 4th and Berry Streets	**District/Supervisor:** 6 / Daly **Architect:** Santos Prescott Hardison Komatsu Ivelich & Tucker **Contractor:** Cahill Construction **Developer:** Mercy Housing SF Redevelopment Agency	**Bid:** $2,433,635 **Change Orders:** $17,791 **Total Contract:** $2,451,426 **Payments:** $18,087 **Duration:** 638 days **Extensions:** 0 days **Total Duration:** 638 days **End Date:** 12/06/05	Exploratory drilling complete Piles delivered & pile driving started	



Branch	Contacts	Statistics	Progress Report	Schedule
Support Services Center 190 9th Street	**District/Supervisor:** 6 / Daly **Architect:** DPW Bureau of Architecture Tom Eliot Fisch **Contractor:** Kin Wo	**Bid:** $493,000* **Change Orders:** $19,057 **Total Contract:** $512,057 **Payments:** $0 **Duration:** 120 days **Extensions:** 0 days **Total Duration:** 120 days **End Date:** 08/23/04 *** $181,027 Bond funds**	Demolition complete All in wall electrical & data complete New walls 80% complete Loading dock foundation work started; concrete to be poured this month	

BRANCH LIBRARY
IMPROVEMENT PROGRAM

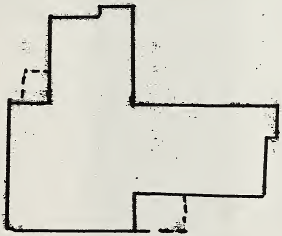
WESTERN ADDITION RENOVATION UPDATE

As part of the bond program overwhelmingly passed by the voters in November 2000, the San Francisco Public Library is renovating the Western Addition Branch Library.

At the last community meeting (May 2004), the architects and library staff discussed multiple design schemes for renovating the branch. A new plan, showing a small expansion and reflecting community input, will be shown at a meeting June 22, 7pm, at the Western Addition Branch Library.

As part of the regular Bond Manager's Report on June 17th, there will be a brief Special Report presented to the Library Commission outlining the recommended scheme of an expansion at the entrance and also at the front of the building (see drawing below). Because the branch library is on Recreation & Park Department land, the Library plans to present this option to the Recreation & Park Commission as well in the near future. Join us:

Library Commission Meeting
Thursday, June 17, 2004
The Main Library, 100 Larkin Street, Koret Auditorium
Meeting starts at 4:00 P.M.
(Western Addition update is part of item #3)



Western Addition Branch Library Renovation

Addition at entrance and in front of building, facing Geary Street

— *Existing building*
- - - *Proposed addition*

For more information,
call the Library's Chief of Branches at 415.557.4353
or the Office of the Bond Program Manager at 415.557.4354

For more information about the Branch Library Improvement Program,
check the Library website at www.sfpl.org

San Francisco Public Library

San Francisco Public Library
100 Larkin Street
San Francisco, CA 94102

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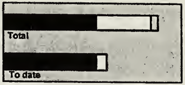
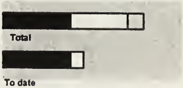
Excelsior Branch 4400 Mission Street	**District/Supervisor:** 11 / Sandoval **Architect:** DPW Bureau of Architecture **Contractor:** CDX Builders	**Bid:** $1,793,800: **Change Orders:** $0 **Total Contract:** $1,793,800 **Payments:** $0 **Duration:** 460 days **Extensions:** 0 days **Total Duration:** 460 days **End date** 06/24/05	Abatement & mobilization complete Demolition complete Temporary shoring complete Foundations in process Excavation for ADA ramp in process Lead abatement for welding complete	 ■ **Design** ■ **Bid** ☐ **Const** ☐ **Move in**
Mission Bay Branch 4th and Berry Streets	**District/Supervisor:** 6 / Daly **Architect:** Santos Prescott Hardison Komatsu Ivelich & Tucker **Contractor:** Cahill Construction **Developer:** Mercy Housing SF Redevelopment Agency	**Bid:** $2,433,635 **Change Orders:** $17,791 **Total Contract:** $2,451,426 **Payments:** $18,087 **Duration:** 638 days **Extensions:** 0 days **Total Duration:** 638 days **End Date:** 12/06/05	Exploratory drilling complete Piles delivered & pile driving started	 ■ **Design** ☐ **Const** ☐ **Move in**

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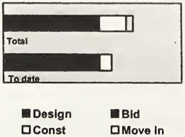
Support Services Center 190 9th Street	**District/Supervisor:** 6 / Daly **Architect:** DPW Bureau of Architecture Tom Eliot Fisch **Contractor:** Kin Wo	**Bid:** $493,000* **Change Orders:** $19,057 **Total Contract:** $512,057 **Payments:** $0 **Duration:** 120 days **Extensions:** 0 days **Total Duration:** 120 days **End Date:** 08/23/04 *** $181,027 Bond funds**	Demolition complete All in wall electrical & data complete New walls 80% complete Loading dock foundation work started; concrete to be poured this month	

San Francisco Public Library

TO: Library Commission

FROM: Paul Underwood
Deputy City Librarian

SUBJECT: Privacy Policy Draft

DATE: June 14, 2004

At the June 17, 2004 Library Commission meeting, you will be reviewing the revised Privacy Policy draft for possible action.

The following modifications have been made since the discussion at the June 3rd Library Commission meeting:

- Deletions are noted with ~~strikethrough~~.
- Additions are noted with underline.
- The Policy Statement has been revised based upon input from the Deputy City Attorney.
- Item number one is new, and is a result of input from the Deputy City Attorney.
- Footnotes have been used in item one to reference relevant law.
- Other changes, as indicated, are used to clarify statements.
- Appendices have had dates and other clarifying information added.
- The staff procedure document has had the numbering sequence of subjects modified to conform to the sequence of subjects in the Privacy Policy draft.

San Francisco Public Library Commission Policy Manual

Privacy Policy **Policy #207**
Section: Library Services
Adopted:

Policy Statement:

The San Francisco Public Library champions the protection of personal privacy. Protecting library user privacy and keeping confidential information that identifies individuals or associates individuals with their use of library books, materials, equipment, programs, facilities, and/or staff assistance is an integral principle of the Library. This policy affirms the Library's commitment to privacy, explains the information that the Library collects, and alerts visitors to Library facilities and users of remotely accessed Library services to the privacy choices they face.

~~To better protect library user privacy, the San Francisco Public Library provides this policy explaining library practices and the choices library users can make about the way personal information is collected and used. The Library champions the protection of personal privacy. Protecting library user privacy and confidentiality related to information and materials sought and received is an integral principle of the San Francisco Public Library.~~

General

1. The Library will keep all such information that it purposefully or inadvertently collects or maintains confidential to the fullest extent permitted by federal state and local law, including the California Public Records Act (1), the San Francisco Sunshine Ordinance (2), and the USA PATRIOT Act (3).
2. To make this policy easy to find, the Library makes it available on the Library's Web site and at every point where personally identifiable information may be requested.
3. Protection of confidentiality extends to information sought or received, and materials consulted, borrowed, and received.

---

1. Library records are protected under *California Government Code, Title 1, Division 7, Sections 6250-6270, Chapter 3.5*.
2. San Francisco Administrative Code, Section 67
3. PL 107-56 - Uniting & Strengthening America by Providing Appropriate Tools Required To Intercept and Obstruct Terrorism (USA Patriot Act) Act of 2001

4. Protection of confidentiality includes database search records, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities or services
5. The Library does not collect personal information about a library user when a user visits the Library's Web site, registers for a program, or registers for a library card unless the user authorizes the Library to have that information. The user has the option to participate or not participate.
6. Any information the library user chooses to provide will be used only to provide or improve library services, such as information gathered through voluntary library user surveys.
7. The Library protects library user account information by placing it on a secure server.

Library Cards and Circulation Records

8. To receive a library card, library users are required to provide identifying information such as name, birth date and mailing address. This identifying information is retained as long as the library user continues to use the library card.
9. A library user's library record includes current information, items currently checked out or on hold, as well as overdue materials and fines.
10. The Library does not maintain a history of what a library user has previously checked out once books and materials have been returned on time.
11. When fines accrue on a user's account, the Library does maintain records of items that have been borrowed but returned after the due date, or are still outstanding on the user's record. When overdue materials are returned and all associated fines are paid, the information associated with the library card number is deleted.

Radio Frequency Identification (RFID)

12. The only information stored on the RFID chip/tag will be limited to the item barcode or an encrypted number, as well as a security bit that indicates if the item is in or out of the library.
13. RFID technology will not be used for library cards ~~unless privacy concerns are addressed.~~ ~~that use RFID which stores personal information about the user.~~
14. All local, state and/or federal legislation relating to RFID and library usage will be fully complied with at San Francisco Public Library.

Public computer use and the Library's online system

15. The Library uses an online computer reservation program that allows the public to reserve a computer in order to access the Library's catalog, the Internet and other resources. The Library's public computer search stations are programmed to delete the history of a library user's Internet session and all searches once an individual session is completed. Booking history is deleted every day.
16. Searching by the barcode of library books and other materials is not available to the public.
17. The Library's online ~~computer~~ system offers library user self-activated features, using *View Your Record*, including email notification of new library materials which contain library user saved search terms. Information gathered and stored using this feature is only accessible to the library user. There is no administrative interface to this information for library staff and, therefore, it is not retrievable by anyone other than the user. The user has the option to delete their search history at any time.
18. Any future enhancements to the Library's online system that may impact user confidentiality will not be activated by the Library.

Email, Web Forms, and Reference Questions

19. Information provided by a library user via email or Web forms will be used only for purposes described at the point of collection (for example on a Web form), such as to send information or provide library services to the library user, update information on the library user's record, or respond to a library user's questions or comments.
20. If contact information is provided, the Library may contact the library user to clarify a comment or question, or to learn about the level of customer satisfaction with library services.
21. The Library treats reference questions, regardless of format of transmission (in person, via telephone, fax, email or online) confidentially. Personal identifying information related to these questions is purged on an ongoing basis.
22. Email is not necessarily secure against interception and may be subject to disclosure requirements of the Public Records Act or other legal disclosure requirements.

Information Automatically Collected and Stored

23. As library users browse through the Library's Web site, read pages, or download information, certain information will be automatically gathered and stored about the visit, *but not about the library user.* The information

gathered is for statistical purposes only to insure that the Library is providing appropriate services and does not personally identify any individual.

24. The Library automatically collects and stores only the following information about a visit, for statistical purposes:
    - The Internet domain and IP address from which access to the Web site is gained;
    - The type of browser and operating system used to access the Library's site;
    - The date and time of access to the Library's site;
    - The pages visited; and
    - The address of the Web site from which the initial visit to www.sfpl.org was launched, if any, as well as the address from which a visitor exits.
25. The Library uses this information to help the Library make the site more useful to visitors and to learn about the number of visitors to the site and the types of technology visitors use. The data that is collected is not connected to any personal information or identity.
26. The Library does not collect information about who library users are, and encourages library users to become familiar with privacy policies of the ISP that the user subscribes to and other sites visited.

Links to Other Sites

27. The Library's Web site contains links to other sites. The San Francisco Public Library is not responsible for the privacy practices of other sites, including providers of online database services for which the Library subscribes, which may be different from the privacy practices described in this policy. The Library encourages library users to become familiar with privacy policies of other sites visited, including linked sites.

Network Security

28. For Web site security purposes and to ensure that the service remains available to all library users, the San Francisco Public Library uses software programs that monitor network traffic to identify unauthorized attempts to upload or change information or otherwise cause damage. Anyone using the Library's Web site expressly consents to such monitoring. Except for the above purposes, no other attempts are made to identify library users or their usage habits(4).

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4 . Unauthorized attempts to upload information or change information are strictly prohibited and may be punishable under the Computer Fraud and Abuse Act of 1986 and 18 U.S.C. Section 1001 and 1030.

Working with Law Enforcement

29. Library records will not be made available to any agency of the state, federal or local government except pursuant to such process, order or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.

Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act (USA PATRIOT ACT)

30. Sections 214-216 of this Act gives law enforcement agencies expanded authority to obtain library records, secretly monitor electronic communications and prohibits libraries and librarians from informing library users of monitoring or information requests.
31. The Library Commission and the San Francisco Board of Supervisors have formally opposed the Act, including Sections 214-216, in two separate resolutions. (appendices E and F)
32. On March 2, 2004, San Francisco voters codified the City's resistance to the federal USA PATRIOT Act with their approval of Proposition E. The charter amendment requires that any request for library, health or other personal records be routed through the Board of Supervisors instead of through City department heads. The supervisors will then decide whether the request is constitutional and whether to respond to it.

Appendices:

A. *Code of Ethics*, American Library Association, June 1995
B. *Privacy Statement*, American Library Association, July 1999
C. *Privacy Report*, American Library Association, Library Information and Technology Association, Task Force On Privacy and Confidentiality in the Electronic Environment, July 2000
D. *Privacy: An Interpretation of the Library Bill of Rights*, American Library Association, June 2002
E. Resolution 53-03, Board of Supervisors, January 31, 2003
F. Resolution 2/03 of the San Francisco Public Library Commission Protecting Library Users Rights to Privacy and Confidentiality, Library Commission, February 4, 2003

APPENDIX A

AMERICAN LIBRARY ASSOCIATION
CODE OF ETHICS

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.

II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.

III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

IV. We recognize and respect intellectual property rights.

V. We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.

VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.

VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted by the ALA Council
June 28, 1995

AMERICAN LIBRARY ASSOCIATION

Position Statement on the Confidentiality of Library Records

The members of the American Library Association,* recognizing the right to privacy of library users, believe that records held in libraries which connect specific individuals with specific resources, programs or services, are confidential and not to be used for purposes other than routine record keeping: i.e., to maintain access to resources, to assure that resources are available to users who need them, to arrange facilities, to provide resources for the comfort and safety of patrons, or to accomplish the purposes of the program or service. The library community recognizes that children and youth have the same rights to privacy as adults.

Libraries whose record keeping systems reveal the names of users would be in violation of the confidentiality of library record laws adopted in many states. School library media specialists are advised to seek the advice of counsel if in doubt about whether their record keeping systems violate the specific laws in their states. Efforts must be made within the reasonable constraints of budgets and school management procedures to eliminate such records as soon as reasonably possible.

With or without specific legislation, school library media specialists are urged to respect the rights of children and youth by adhering to the tenets expressed in the Confidentiality of Library Records Interpretation of the Library Bill of Rights and the ALA Code of Ethics.

*ALA Policy 52.4 (see below), 54.16

ALA Policy 52.4 Confidentiality of Library Records

The ethical responsibilities of librarians, as well as statues in most states and the District of Columbia, protect the privacy of library users. Confidentiality extends to "information sought or received, and materials consulted, borrowed, acquired," and includes database search records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, or services.

The American Library Association recognizes that law enforcement agencies and officers may occasionally believe that library records contain information which may be helpful to the investigation of criminal activity. If there is a reasonable basis to believe such records are necessary to the progress of an investigation or prosecution, the American judicial system provides mechanism for seeking release of such confidential records: the issuance of a court order, following a showing of good cause based on specific facts, by a court of competent jurisdiction.

The American Library Association strongly recommends that the responsible officers in each library, cooperative system, and consortium in the United States:

1. Formally adopt a policy which specifically recognizes its circulation records and other records identifying the names of library users with specific materials to be confidential.
2. Advise all librarians and library employees that such records shall not be made available to any agency of state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.
3. Resist the issuance or enforcement of such process, order, or subpoena until such time as a proper showing of good cause has been made in a court of competent jurisdiction.

(Revised July 1999)

APPENDIX C

The American Library Association's Task Force on Privacy and Confidentiality in the Electronic Environment

Final Report, 7 July 2000

At the American Library Association Conference in New Orleans in 1999, ALA Council resolved that the Library and Information Technology Association be asked to examine the impact of new technologies on patron privacy and the confidentiality of electronic records. The Taskforce on Privacy and Confidentiality in the Electronic Environment was formed at the ALA Midwinter Conference with broad participation from across ALA.

The Task Force decided to focus on identifying the applicable technologies, describing these and their possible impacts. The group did not see policy development as part of the charge. Because the Association has always taken a strong stand on patron privacy, and considering that there are already a number of privacy policy statements promulgated by the Association, the Task Force believes that reaffirmation, reinforcement, and repetition of previous stands may be adequate. Additional information and policy dissemination efforts may help to communicate the Association's concerns more broadly.

FINDINGS

The report identifies the following areas where technology is having a particular impact on patron privacy and confidentiality.

Law and Legislation

In most states, the law protects the confidentiality of library records to some degree. Generally, these laws protect circulation and registration records containing personal names. Many also protect information on the "use of library materials." Not all state laws are written in such a way that we can assume that they protect the privacy of patrons using online resources.

Library Systems

Libraries need to be concerned about computer system security as part of their commitment to patron privacy. This means that libraries must be able to protect user records, both electronic and paper, from unauthorized access. User records have also expanded beyond the standard lists of library cardholders and circulation records as libraries begin to use electronic communication methods such as electronic mail for reference services, and as they provide access to computer, web and printing use.

Library systems must be able to authenticate users while keeping user activities confidential. Some institutions require a user logon for all computer access, potentially creating a record of all online activity, even catalog browsing. Libraries that provide materials over web sites controlled by the library must determine the appropriate use of any data describing user activity logged or gathered by the Web server software.

Internet Access in Libraries

This is an area of great concern because libraries have limited influence over the privacy practices of World Wide Web sites on the public access Internet. The threats to patron privacy take many forms, including:

User tracking by remote sites
This is ameliorated by the fact the library computer connections are usually shared by many patrons so that it is unlikely that specific individuals will be identified. However, data is being gathered and patrons need to be aware of that.

Users giving out personal information online
Users may voluntarily reveal personal information to take advantage of personalization features of web sites, to subscribe to services, to participate in interactive communications, and to purchase items online.

Logs or caches of user activity, in online form or as backups
Unless steps are taken by the library, subsequent users at a library computer may be able to see some traces of activity of previous users.

Screen view privacy
Patrons have a reasonable right to access information privately while in the library. Computer screens may be readily visible to other patrons.

Libraries should inform patrons of the potential for loss of privacy with Internet use and encourage safe Internet use practices.

Library Support for Patron Privacy

While libraries have historically supported patron privacy, substantial anecdotal evidence suggests that our user community is not aware of this strong stance. And as libraries have moved into the internet world, providing extensive access to quality internet access through the library's website or portal, few libraries have adopted the practice of communicating with its users through a link to the library's policies on privacy from its web pages.

Access to Remote Resources Provided by Library

Libraries increasingly contract for information resources that are stored remotely and are under the control of a vendor. Care must be taken to include patron privacy measures in the license between the library and the vendor. Vendors may be reluctant to forego the gathering of marketing and usage data, but libraries may need to insist on patron privacy measures.

New features are being developed that allow users to personalize their use of remote information, to e-mail retrieved items to themselves, or to purchase items like article reprints. These features necessarily link the activity to the individual user, and create a record of the use. Great care must be taken to provide confidentiality in this environment

where the library has the ability to do so, or care must be taken to inform users of privacy implications of such use where the library does not have the necessary control.

Library Employee Privacy

In addition to its obligation to its users, libraries must be aware of employee privacy as well. Monitoring of employee activities for "quality control" may be an invasion of employee privacy if it is not made known as a policy. As employees begin to use online communication to interact with patrons, the patron's privacy is also at risk. The policies and practices of parent institutions may also come into play. The best course here is for libraries and their parent institutions to have a written policy that says what privacy the employee and patrons can realistically expect.

CONCLUSIONS

The effort to protect patron privacy should be clearly supported by ALA policy. Access to Electronic Information, Services, and Networks: An Interpretation of the *Library Bill of Rights* contains strong statements on the end goals of confidential use of library information resources and intellectual freedom in the current environment. ALA policy statements on the confidentiality of library records focus on circulation data. ALA may wish to revise these statements to include a wider range of data. Of particular concern is the pervasive gathering of "marketing information" or tracking online usage by third parties.

Libraries have some influence over the technical products and services that are marketed primarily to libraries (library automation systems, some content vendors focused on libraries). Carefully written license agreements and contracts are important tools in insuring that patron privacy is protected by the products and services we buy.

Libraries should take a proactive role in communicating their privacy commitment to their user communities through policy statements on library websites as well as through other traditional communication channels.

Libraries must be especially diligent in all areas where they use and control technology-based information systems. Because libraries have stronger user privacy concerns than many other institutions, our needs will often not be met by software as it is configured "out of the box."

Libraries have an important role in educating the public about privacy, especially where the libraries provide access to technology. Public education and library policies can empower users even in the open access Internet. ALA should consider creating model privacy policies, instructional materials, and privacy "best practices" documents for libraries.

Librarians, as individuals and through their library associations, can influence public policy on privacy. State laws on the confidentiality of library records may need to be extended to cover new technologies, or revised to be technology neutral. Librarians can participate in the creation of standards and new technologies that take privacy

considerations into account. Librarians can advocate the importance of privacy through standards bodies and ad hoc groups that allow public participation and comment.

RECOMMENDATIONS

In reviewing the conclusions of the Task Force Study, three recommendations emerge which we submit for ALA Council review and possible action. These are:

1. That ALA revise its policy statements related to Confidentiality of Library Records (rev. 1986) and Concerning Confidentiality of Personally Identifiable Information About Library Users (1991) in order to specifically and appropriately incorporate internet privacy.
2. That ALA develop model privacy policies, instructional materials, and privacy "best practices" documents for libraries.
3. That ALA urge that all libraries adopt a privacy statement on web pages and post privacy policies in the library which cover the issues of privacy in internet use as accessed through the library's services.

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948.
Amended February 2, 1961, and January 23, 1980,
inclusion of "age" reaffirmed January 23, 1996,
by the ALA Council.

Privacy

An Interpretation of the *Library Bill of Rights*

Introduction

Privacy is essential to the exercise of free speech, free thought, and free association. The courts have established a First Amendment right to receive information in a publicly funded library.[1] Further, the courts have upheld the right to privacy based on the Bill of Rights of the U.S. Constitution.[2] Many states provide guarantees of privacy in their constitutions and statute law.[3] Numerous decisions in case law have defined and extended rights to privacy.[4]

In a library (physical or virtual), the right to privacy is the right to open inquiry without having the subject of one's interest examined or scrutinized by others. Confidentiality exists when a library is in possession of personally identifiable information about users and keeps that information private on their behalf.[5]

Protecting user privacy and confidentiality has long been an integral part of the mission of libraries. The ALA has affirmed a right to privacy since 1939.[6] Existing ALA policies affirm that confidentiality is crucial to freedom of inquiry.[7] Rights to privacy and confidentiality also are implicit in the *Library Bill of Rights*[8] guarantee of free access to library resources for all users.

Rights of Library Users

The *Library Bill of Rights* affirms the ethical imperative to provide unrestricted access to information and to guard against impediments to open inquiry. Article IV states: "Libraries should cooperate with all persons and groups concerned with resisting abridgement of free expression and free access to ideas." When users recognize or fear that their privacy or confidentiality is compromised, true freedom of inquiry no longer exists.

In all areas of librarianship, best practice leaves the user in control of as many choices as possible. These include decisions about the selection of, access to, and use of information. Lack of privacy and confidentiality has a chilling effect on users' choices. All users have a right to be free from any unreasonable intrusion into or surveillance of their lawful library use.

Users have the right to be informed what policies and procedures govern the amount and retention of personally identifiable information, why that information is necessary for the library, and what the user can do to maintain his or her privacy. Library users expect and in many places have a legal right to have their information protected and kept private and confidential by anyone with direct or indirect access to that information. In addition, Article V of the *Library Bill of Rights* states: "A person's right to use a library should not be denied or abridged because of origin, age, background, or views." This article precludes the use of profiling as a basis for any breach of privacy rights. Users have the right to use a library without any abridgement of privacy that may result from equating the subject of their inquiry with behavior.[9]

Responsibilities in Libraries

The library profession has a long-standing commitment to an ethic of facilitating, not monitoring, access to information. This commitment is implemented locally through development, adoption, and adherence to privacy policies that are consistent with applicable federal, state, and local law. Everyone (paid or unpaid) who provides governance, administration, or service in libraries has a responsibility to maintain an environment respectful and protective of the privacy of all users. Users have the responsibility to respect each others' privacy.

For administrative purposes, librarians may establish appropriate time, place, and manner restrictions on the use of library resources.[10] In keeping with this principle, the collection of personally identifiable information should only be a matter of routine or policy when necessary for the fulfillment of the mission of the library. Regardless of the technology used, everyone who collects or accesses personally identifiable information in any format has a legal and ethical obligation to protect confidentiality.

Conclusion

The American Library Association affirms that rights of privacy are necessary for intellectual freedom and are fundamental to the ethics and practice of librarianship.

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[1] Court opinions establishing a right to receive information in a public library include *Board of Education. v. Pico*, 457 U.S. 853 (1982); *Kreimer v. Bureau Of Police For The Town Of Morristown,* 958 F.2d 1242 (3d Cir. 1992); and *Reno v. American Civil Liberties Union*, 117 S.Ct. 2329, 138 L.Ed.2d 874 (1997).

[2] See in particular the Fourth Amendment's guarantee of "[t]he right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures," the Fifth Amendment's guarantee against self-incrimination, and the Ninth Amendment's guarantee that "[t]he enumeration in the Constitution, of certain rights, shall not be construed to deny or disparage others retained by the people." This right is explicit in Article Twelve of the Universal Declaration of Human Rights: "No one shall be subjected to arbitrary interference with his privacy, family, home or correspondence, nor to attacks upon his honour and reputation. Everyone has the right to the protection of the law against such interference or attacks." See: http://www.un.org/Overview/rights.html. This right has further been explicitly codified as Article Seventeen of the "International Covenant on Civil and Political Rights," a legally binding international human rights agreement ratified by the United States on June 8, 1992. See: http://www.unhchr.ch/html/menu3/b/a_ccpr.htm

[3] Eleven state constitutions guarantee a right of privacy or bar unreasonable intrusions into citizens' privacy. Forty-eight states protect the confidentiality of library users' records by law, and the attorneys

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general in the remaining two states have issued opinions recognizing the privacy of users' library records. See: http://www.ala.org/alaorg/oif/stateprivacylaws.html.

[4] Cases recognizing a right to privacy include: *NAACP v. Alabama*, 357 U.S. 449 (1958); *Griswold v. Connecticut*, 381 U.S. 479 (1965); *Katz v. United States*, 389 U.S. 347 (1967); and *Stanley v. Georgia*, 394 U.S. 557 (1969). Congress recognized the right to privacy in the *Privacy Act of 1974 and Amendments* (5 USC Sec. 552a), which addresses the potential for government's violation of privacy through its collection of personal information. The Privacy Act's "Congressional Findings and Statement of Purpose" state in part: "the right to privacy is a personal and fundamental right protected by the Constitution of the United States." See: http://caselaw.lp.findlaw.com/scripts/ts_search.pl?title=5&sec=552a.

[5] The phrase "Personally identifiable information" was established in ALA policy in 1991. See: *Policy Concerning Confidentiality of Personally Identifiable Information about Library Users* (http://www.ala.org/alaorg/oif/pol_user.html). Personally identifiable information can include many types of library records, for instance: information that the library requires an individual to provide in order to be eligible to use library services or borrow materials, information that identifies an individual as having requested or obtained specific materials or materials on a particular subject, and information that is provided by an individual to assist a library staff member to answer a specific question or provide information on a particular subject. Personally identifiable information does not include information that does not identify any individual and that is retained only for the purpose of studying or evaluating the use of a library and its materials and services. Personally identifiable information does include any data that can link choices of taste, interest, or research with a specific individual.

[6] Article Eleven of the *Code of Ethics for Librarians* (1939) asserted that "It is the librarian's obligation to treat as confidential any private information obtained through contact with library patrons." See: http://www.ala.org/alaorg/oif/1939code.html. Article Three of the current *Code* (1995) states: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted." See: http://www.ala.org/alaorg/oif/ethics.html.

[7] See these ALA Policies: *Access for Children and Young People to Videotapes and Other Nonprint Formats* (http://www.ala.org/alaorg/oif/acc_chil.html); *Free Access to Libraries for Minors* (http://www.ala.org/alaorg/oif/free_min.html); *Freedom to Read* (http://www.ala.org/alaorg/oif/freeread.html); *Libraries: An American Value* (http://www.ala.org/alaorg/oif/lib_val.html); the newly revised *Library Principles for a Networked World* (http://www.ala.org/oitp/prinintro.html); *Policy Concerning Confidentiality of Personally Identifiable Information about Library Users* (http://www.ala.org/alaorg/oif/pol_user.html); *Policy on Confidentiality of Library Records* (http://www.ala.org/alaorg/oif/pol_conf.html); *Suggested Procedures for Implementing Policy on the Confidentiality of Library Records* (http://www.ala.org/alaorg/oif/sugpolcn.html).

[8] Adopted June 18, 1948; amended February 2, 1961, and January 23, 1980; inclusion of "age" reaffirmed January 23, 1996, by the ALA Council. See: http://www.ala.org/work/freedom/lbr.html.

[9] Existing ALA Policy asserts, in part, that: "The government's interest in library use reflects a dangerous and fallacious equation of what a person reads with what that person believes or how that person is likely to behave. Such a presumption can and does threaten the freedom of access to information." *Policy Concerning Confidentiality of Personally Identifiable Information about Library Users* (http://www.ala.org/alaorg/oif/pol_user.html)

[10] See: *Guidelines for the Development and Implementation of Policies, Regulations and Procedures Affecting Access to Library Materials, Services and Facilities* (http://www.ala.org/alaorg/oif/pol_reg.html).

Adopted June 19, 2002, by the ALA Council.

APPENDIX E

FILE NO. 022047 RESOLUTION NO. 53-03

[Resolution opposing the USA PATRIOT Act and related Executive Orders]

Resolution opposing the USA PATRIOT Act and related Executive Orders.

WHEREAS, the City of San Francisco houses a diverse population, including citizens of other nations whose contributions to the community are vital to its character and function; and

WHEREAS, the United States Constitution guarantees all persons living in the United States fundamental rights including freedom of religion, speech, assembly and privacy; protection from unreasonable searches and seizures; due process and equal protection to any person; equality before the law and the presumption of innocence; access to counsel in judicial proceedings; and a fair, speedy and public trial; and,

WHEREAS, the USA PATRIOT Act signed by President George W. Bush on October 26, 2001 has a number of provisions that contradict the above mentioned inalienable rights and fundamentally alters the nature of our civil liberties while doing little to increase public safety; and,

WHEREAS, examples of the provisions of the USA PATRIOT Act and Executive Orders that may violate the Constitution and the rights and civil liberties of San Francisco residents are as follows:

- Significantly expands the government's ability to access sensitive medical, mental health, financial and educational records about individuals, and lowers the burden of proof required to conduct secret searches and telephone and internet surveillance

- Gives law enforcement expanded authority to obtain library records, and prohibits librarians from informing patrons of monitoring or information requests
- Gives the Attorney General and the Secretary of State the power to designate domestic groups, including religious and political organizations as "terrorist organizations"
- Grants power to the Attorney General to subject citizens of other nations to indefinite detention or deportation even if they have not committed a crime
- Authorizes eavesdropping of confidential communications between attorneys and their clients in federal custody
- Limits disclosure of public documents and records under the Freedom of Information Act; and

WHEREAS, Department of Justice interpretations of this Act and these Executive Orders particularly target Muslims, persons of Middle Eastern and South Asian descent and citizens of other nations, and thereby encouraging racial profiling by law enforcement and hate crimes by individuals in our community; now, therefore, be it

RESOLVED, that the City of San Francisco affirms its strong opposition to terrorism, but also affirms that any efforts to end terrorism not be waged at the expense of the fundamental civil rights and liberties of the people of San Francisco, the United States and other countries; and, be it

FURTHER RESOLVED, that the City of San Francisco affirms the rights of all people, including United States citizens and citizens of other nations, living within the City in accordance with the Bill of Rights and the Fourteenth Amendment of the U.S. Constitution; and, be it

FURTHER RESOLVED, that, to the extent legally possible, no City employee or department shall officially assist or voluntarily cooperate with investigations, interrogations, or

arrest procedures, public or clandestine, that are in violation of individuals' civil rights or civil liberties as specified in the above Amendments of the United States Constitution; and be it

FURTHER RESOLVED that the San Francisco Board of Supervisors calls upon all private citizens and organizations, including residents, employers, educators, and business owners, to demonstrate similar respect for civil rights and civil liberties, especially but not limited to conditions of employment and cooperation with investigations; and be it

FURTHER RESOLVED that the City and County of San Francisco call on our United States Representatives and Senators to monitor the implementation of the Act and Orders cited herein and actively work for the repeal of the Act and those Orders that violate fundamental rights and liberties as stated in the United States Constitution and its Amendments.

City and County of San Francisco

Tails

Resolution

City Hall
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4689

File Number: 022047 **Date Passed:**

Resolution opposing the USA PATRIOT Act and related Executive Orders.

January 13, 2003 Board of Supervisors — CONTINUED

Ayes: 11 - Ammiano, Daly, Dufty, Gonzalez, Hall, Ma, Maxwell, McGoldrick, Newsom, Peskin, Sandoval

January 21, 2003 Board of Supervisors — ADOPTED

Ayes: 9 - Ammiano, Daly, Dufty, Gonzalez, Ma, Maxwell, McGoldrick, Peskin, Sandoval
Noes: 1 - Hall
Absent: 1 - Newsom

File No. 022047

I hereby certify that the foregoing Resolution was ADOPTED on January 21, 2003 by the Board of Supervisors of the City and County of San Francisco.

Gloria L. Young
Clerk of the Board

Date Approved

Mayor Willie L. Brown Jr.

Date: January 31, 2003

I hereby certify that the foregoing resolution, not being signed by the Mayor within the time limit as set forth in Section 3.103 of the Charter, became effective without his approval in accordance with the provision of said Section 3.103 of the Charter.

Clerk of the Board

File No.
022047

LIBRARY COMMISSION RESOLUTION 2/03 as approved February 4, 2003

RESOLUTION OF THE SAN FRANCISCO PUBLIC LIBRARY COMMISSION PROTECTING LIBRARY USERS RIGHTS TO PRIVACY AND CONFIDENTIALITY

WHEREAS, the San Francisco Public Library Commission is deeply concerned about the ramifications of the Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001 (USA Patriot Act) as it affects the privacy of San Francisco Public Library users; and

WHEREAS, Sections 214 – 216 of the USA Patriot Act, give law enforcement agencies expanded authority to:

- Obtain library records
- Secretly monitor all electronic communication, and
- Prohibit libraries and librarians from informing users of such monitoring or information requests; and

WHEREAS, the San Francisco Public Library Commission is strongly opposed to terrorism, we also affirm that efforts to combat terrorism need not violate civil rights guaranteed under the First and Fourth Amendments to the Constitution of the United States; and

WHEREAS, public libraries, and specifically the San Francisco Public Library, champion intellectual freedom and must guard library users' rights to privacy in the exercise of that freedom, and must safeguard the civil liberties that have gone hand in hand with the San Francisco Public Library's role in the community; and

WHEREAS, the American Library Association's (ALA) Library Bill of Rights, affirmed as policy by the San Francisco Library Commission in January 1998, asserts that:

- Libraries should challenge censorship in the fulfillment of their responsibility to provide information; and
- Libraries should resist abridgement of free expression and free access to ideas; and
- The "Shadow of Fear" caused by government intrusion into library records breeds self-censorship; and

WHEREAS, the San Francisco Library Commission honors the diversity of San Francisco's people, cherishes the richness this diversity brings, and is offended by targeting or profiling any particular racial, ethnic, cultural, political, or religious group in government investigations; and

WHEREAS, it is the responsibility of public libraries and librarians, as guardians of the public's freedom to read and right to access information, to contest encroachments upon those freedoms by individuals, groups, or the government; and

WHEREAS, the San Francisco Board of Supervisors has adopted a resolution directing City departments to avoid any abridgment of San Franciscans' constitutional rights that could result from law enforcement use of provisions of the USA Patriot Act; and

WHEREAS, the American Library Association has also adopted a resolution in opposition to the USA Patriotic Act; now therefore, be it

RESOLVED, that the San Francisco Public Library Commission stands firmly behind the principles of the public's right to access information and freedom to read; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission views the right to seek and receive information as inherent in the exercise of freedom of speech, and that the Commission views any attempt to obstruct expression and exploration as a violation of the spirit and practice of intellectual freedom that amounts to censorship; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission supports the American Library Association (ALA) guidelines to avoid creating and maintaining unnecessary records. Specifically the San Francisco Public Library Commission supports the San Francisco Public Library's administrative policies that champion the confidentiality of user records and agree with the Library's regular practice of purging user files and circulation records; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission supports the City Librarian's instructions to library staff as a result of recent developments to refer any requests from law enforcement agencies to the City Librarian's Office; and be it

FURTHER RESOLVED that the San Francisco Public Library Commission encourages the City Librarian to take steps to strengthen the Library's circulation and electronic systems and processes to further protect user privacy; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission joins with the American Library Association, the San Francisco Board of Supervisors and San Francisco 's citizens to prevent breaches of user privacy and the disruption of library users' First and Fourth Amendment rights;and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission encourages the San Francisco Public Library to take an active role in clarifying these issues and educating all parties in the interest of the right to know, the right to access, and the freedom to read; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission opposes Sections 214 – 216 of the USA Patriot Act and supports the efforts of the American Library Association and the San Francisco Board of Supervisors to address the broad scope of civil rights violations engendered by certain provisions of the USA Patriot Act

San Francisco Public Library

San Francisco Public Library Privacy Policy

Change from prior draft: Numbering sequence of subjects modified to conform to sequence of subjects in Privacy Policy

Staff Procedures:

1. Requests made to staff by law enforcement for Library records are to be immediately referred to the Office of the City Librarian.

2. Staff will post signs in any library facility using RFID informing the public that RFID technology is in use and the types of usage. The sign will include a statement of protection of privacy and will explain how RFID works in the library, as well as the potential privacy risks related to RFID use in the library.

3. Future *View Your Record* features will be implemented only if those features comply with current user controls (no administrative access and user option to select and delete information).

4. Requests made to staff by representatives of the federal government under the USA PATRIOT Act are to be immediately referred to the Office of the City Librarian, who will refer the request to the Board of Supervisors.

June 17, 2004

San Francisco Public Library

WHEREAS, Susan Hildreth, who has served as City Librarian for the City of San Francisco since 2001, has established a legacy of major accomplishments during her tenure at the San Francisco Public Library; and

WHEREAS, the city of Tucson, Arizona has the good fortune to have recruited Susan Hildreth to direct the Tucson-Pima Public Library; and

WHEREAS, Ms. Hildreth has improved and enriched the San Francisco Public Library system since 1998, serving first as Deputy City Librarian, as Acting City Librarian since 1999, and permanently appointed as City Librarian in 2001; and

WHEREAS, she was the driving force behind development of a new three-year Strategic Plan, approved by the Library Commission in 2003; and

WHEREAS, under the leadership of Susan Hildreth, a $106 million bond measure to seismically renovate and rejuvenate nineteen branch libraries and build five new libraries was overwhelmingly approved by San Francisco voters in 2000; and

WHEREAS, she led the way to a successful implementation in 2003 of a new, improved online library system which provides access to library resources to users in multiple languages; and

WHEREAS, Susan Hildreth has been actively involved in a leadership capacity in a wide range of professional association activities, including serving as delegate to the White House Conference on Libraries, elected to multiple California Library Association offices, including Member of the Year, Treasurer, Bond Task Force Chair, Vice President and President, and elected to the American Library Association Council; now

THEREFORE BE IT RESOLVED that the San Francisco Public Library Commission hereby extends its sincere admiration and appreciation to Susan Hildreth for her dedicated, conscientious and thoughtful leadership of the San Francisco Public Library, thanks her for exceptional service to the City and County of San Francisco, and wishes her all the best in her future endeavors.

In Witness Whereof, I have hereunto
set my hand and caused the seal of the
San Francisco Public Library Commission
to be affixed.

CHARLES A. HIGUERAS, A.I.A.
PRESIDENT
JUNE 17, 2004

AGENDA ITEM #7

RETIREES TO BE RECOGNIZED AT THE JUNE 17, 2004 PUBLIC LIBRARY COMMISSION MEETING

CAROL COON
PAT HALL
MARILYN THIEME
MARGARET WYATT

ADDED AFTER THE AGENDA WAS POSTED

EMILY BOYLES
JUDITH FARIA
Nancy Wortman

Agenda item number 8

Staff Executive Search Committee
(San Francisco Public Library)

Order of Ranking

1. The Hawkins Company
   5455 Wilshire Blvd., Suite 1406
   Los Angeles, CA 90036

2. PS Executive Search
   241 Lathrop Way
   Sacramento, CA 95815

3. Bob Murray & Associates
   735 Sunrise Ave., Suite 145
   Roseville, CA 95661

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CITY LIBRARIAN CODE: 3670

CHARACTERISTICS OF THE CLASS:

Subject to the policy determination of the library commission, has charge of and is responsible for the administration and operation of the public library department; plans and directs the activities of professional and non-professional library personnel in connection therewith; and performs related duties as required.

Requires major responsibility for: coordinating, developing and executing policies and methods relating to the administration of the library system; continuing personal contacts with employees, representatives of organizations and groups involving discussion, explanation and interpretation of professional library policy, methods, rules and regulations; directing the preparation, review and approval of operational and technical records and reports.

EXAMPLES OF DUTIES:

1. Directs the activities of all departments and branch libraries in the library system, including the assignment and training of personnel.
2. Directs the preparation of library department budget and is responsible for the expenditure of all funds; administers the upkeep and maintenance of library property.
3. Prepares or directs the preparation of a wide variety of reports on library operations for city and state officials and outside professional organizations; answers professional and technical inquiries on public library policies and procedures; organizes various cultural and literary functions.
4. Plans development and expansion programs for the library system; consults with and discusses development programs with city officials, civic leaders, architects and contractors.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, supplemented by completion of a prescribed course in library science in a library school accredited by the american library association.

Requires at least ten years of progressively responsible professional library experience, including five years of responsible supervisory and administrative experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: the principles and practices of librarianship, including the problems and procedures involved in operating a reader services program through a branch library system, and the technical services such as cataloging, reference work, and bibliography connected with such a program; the principles of organization, administration, and management; a modern library plant and equipment.

CLASS TITLE: CITY LIBRARIAN (continued) CODE: 3670

Requires considerable ability to: plan, organize, and direct a comprehensive program for providing library services in a large metropolitan library system; analyze community needs and embody conclusions in specific plans for modifying or extending reader services; effectively evaluate book collection needs in the system; prepare and supervise the preparation of publicity material; determine the plant, equipment and staffing requirements and formulate budget recommendations and justifications on the basis thereof; work effectively with the public, other professional staff members and professional people from other agencies.

License: Requires possession of a valid certificate as issued by an accredited school of library science.

PROMOTIVE LINES:

No normal lines of promotion - class exempt from examination.

San Francisco Public Library Commission
100 Larkin Street, San Francisco, CA 94102-4733
Phone 415.557.4233, Fax 415.557.4240

DOCUMENTS DEPT.
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SAN FRANCISCO
PUBLIC LIBRARY

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Gavin Newsom
Mayor

Charles A. Higueras, A.I.A.
President

Carol Steiman
Vice President

Helen Marte Bautista
Lonnie K. Chin
Steven A. Coulter
Fran A. Streets
Deborah Strobin
Commissioners

Susan Hildreth
City Librarian

Michael Housh
Commission Secretary

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Minutes of the regular meeting of Thursday, June 17, 2004.
(As approved amended September 2, 2004)

The San Francisco Public Library Commission held a regular meeting on Thursday, June 17, 2004, in the Koret Auditorium, Main Library.

The meeting was called to order by Vice President Steiman at 4:08 pm.

The following members were present: Chin, Bautista, Coulter, and Steiman. President Higueras joined the meeting and assumed the Chair at 4:13 pm. Commissioners Streets and Strobin were reported excused.

AGENDA ITEM #1 PUBLIC COMMENT

Public comment on AGENDA ITEM #1 PUBLIC COMMENT

An anonymous member of the public expressed their view that the selection process for city librarian was already tainted and like previous city librarians whoever was selected would be burdened by the undemocratic secretive process used to select them.

Ms. Dalisay "Doli" Bocobo-Balunsat, 1st Filipino-American Librarian at San Francisco Public Library, invited Commissioners to attend June 19th Rizal Day festivities, and discussed her proposed donation of archival materials and historic photographs to the Library.

Mr. Peter Warfield announced that he had been appointed to the Board of Supervisors' library citizen's advisory committee.

AGENDA ITEM #2 APPROVAL OF THE MINUTES OF MAY 20, 2004

Public comment on AGENDA ITEM #2 APPROVAL OF THE MINUTES OF MAY 20, 2004

Peter Warfield found the minutes improved, but lacked report of the effective date of the City Librarian's resignation, and did not report details of his public comments.

Commission discussion of AGENDA ITEM #2 APPROVAL OF THE MINUTES OF MAY 20, 2004

MOTION: Commissioner Chin, 2nd Commissioner Bautista for approval of the Minutes of the regular Commission meeting of May 20, 2004.

Adopted by the following vote:
AYE 5-0 (Bautista, Chin, Coulter, Higueras, and Steiman)

AGENDA ITEM #3 BOND PROGRAM MANAGER'S REPORT

(Presented by Branch Library Improvement Program Manager Marilyn Thompson -This is a discussion item to allow the Branch Library Bond Program Manager to report on recent bond program related activities and make announcements.)

Ms. Thompson noted there would be no informational presentation at the meeting and then presented the current budget and schedule of active projects, and community outreach update report (copies attached). The BLIP Manager then presented a construction activities report. Ms. Thompson concluded her reports with an overview of a proposed Western Addition Branch expansion site plan (copy attached).

Public comment on AGENDA ITEM #3 BOND PROGRAM MANAGER'S REPORT

Mr. Peter Warfield noted that the possibility of relocating branch libraries out of parks had been discussed a the joint Rec/Park and Library Commissions meeting and remarked that he had been unaware of the possibility that the Visitacion Valley Branch might be developed as a mixed use facility.

Commission discussion of AGENDA ITEM #3 BOND PROGRAM MANAGER'S REPORT

Vice President Steiman noted that the possibility that the Visitacion Valley Branch could be developed with a partner sharing the site had been a significant point of discussion and recurrent topic from the first instance that the Library considered purchasing the site. Vice President Steiman recalled that those discussions noted that the site was larger than was needed for the new branch as it had been proposed in the Prop. A (2000) and might need to be subdivided or developed in a partnership. In answer to questions by President Higueras and Vice President Steiman, the BLIP Manager explained that there were sufficient funds available in the Bond Program to fund the two small additions proposed for the Western Addition Branch that had not been included in the original bond proposal. In response to Commissioners' questions, Ms. Thompson described the ongoing discussions with the Department of Recreation and Park concerning Library facilities on Park properties Ms. Thompson pointed out that at this point there were more concerns with Planning Department related issues. Vice President Steiman commented that she found the construction report clear and remarked that it would be most important to catch any alarming change order trends before they became a problem. President Higueras noted that the construction reports should meet the expectation that they keep the Commission aware of what was going on with each of the projects under construction

President Higueras announced that he was reordering the taking of agenda items with Agenda Item #7 Commending Retiring Library Staff to be next; followed by Agenda Item #6 Tribute to the City Librarian; then Agenda Item #4, the POE Update Report; then Agenda Item #5 Privacy Policy, followed by the remaining items in original order.

AGENDA ITEM #7 COMMENDING RETIRING LIBRARY STAFF
(taken up out of order)

President Higueras lauded the contributions of retiring library staff: Carol Coon, Pat Hall, Marilyn Thieme, Margaret Wyatt, Emily Boyles, Judith Faria, and Nancy Wortman; and read the text of a proposed letter of appreciation. President Higueras noted that each of the retiring library staff members would receive a certificate in thanks and appreciation for their years of service to the San Francisco Public Library

Public comment on AGENDA ITEM #7 COMMENDING RETIRING LIBRARY STAFF

Mr. Peter Warfield called attention to the important public service provided by librarians and was sorry to see them go.

Commission discussion of AGENDA ITEM #7 COMMENDING RETIRING LIBRARY STAFF

MOTION: Commissioner Chin, 2nd Commissioner Bautista for approval of the letter and certificates honoring the retiring Library staff members.

Adopted by the following vote:
AYE 5-0 (Bautista, Chin, Coulter, Higueras, and Steiman)

AGENDA ITEM #6 TRIBUTE TO THE CITY LIBRARIAN (taken up out of order)

President Higueras noted that this would be Ms. Hildreth's last Commission meeting as City Librarian and read the text (copy attached) of a proposed resolution honoring and thanking her for her devoted service as City Librarian.

Ms. Anna Damiani of Assemblyman Mark Leno's Office presented a Joint California State Assembly and State Senate Resolution honoring Ms. Hildreth's leadership for libraries throughout California authored by Assemblyman Leno and State Senate President Pro Tem John L. Burton.

Ms. Hildreth expressed her appreciation of Assemblyman Leno's leadership on behalf of California's libraries and thanked the Commissioners for their resolution. Ms. Hildreth called attention to the great support that the Commissioners provided for the Library, her outstanding management team, the Library's wonderful staff, and the great support that the people of San Francisco had proved to their libraries. Ms. Hildreth noted that despite a great deal of external negativity that the Library staff did the best job possible in providing services to its users.

Public comment on AGENDA ITEM #6 TRIBUTE TO THE CITY LIBRARIAN

Mr. Peter Warfield commented that he disagreed with some details of the proposed resolution honoring Ms. Hildreth and would have instead included others calling attention to her leadership against the USA PATRIOT Act and in opposition to mandatory filtering library computers.

Commission discussion of AGENDA ITEM #6 TRIBUTE TO THE CITY LIBRARIAN

Vice President Steiman said Ms. Hildreth was the most hardworking, effective City Librarian, who successfully overcame many obstacles thrown in her path, while always maintaining a positive outlook and calm demeanor. President Higueras noted that Ms. Hildreth had given her heart and soul to the Library and that he would greatly miss working with her for our libraries. Commissioners Coulter and Bautista offered their thanks and best wishes. Deputy City Librarian Paul Underwood noted that the resolution did not have enough room to report all of Ms. Hildreth's many accomplishments and lauded her as the best leader he had worked with in 30 years of library service. Commissioner Chin called attention to Ms. Hildreth's patience with negative comments and noted the great professional and personal respect that she enjoyed from the Library's staff.

MOTION: Vice President Steiman, 2nd Commissioner Chin for approval of the resolution honoring City Librarian Susan Hildreth for her dedicated leadership and service to the people of San Francisco.

Adopted by the following vote:
AYE 5-0 (Bautista, Chin, Coulter, Higueras, and Steiman)

AGENDA ITEM #4 POE UPDATE REPORT (taken out of order)

Chief of the Main Library Kathy Lawhun presented an overview of progress on Post Occupancy Evaluation (POE) Report related Main Library improvements since her last report. Ms. Lawhun noted that Phase 1 POE renovations were virtually complete, the signage project ongoing, and that intensive staff planning was underway for the first Floor re-alignment that would follow the departure of Technical Services to 190-9th Street in the fall of this year. Deputy City Librarian Paul Underwood then updated the Commission concerning work at the Library's Support Services Center at 190-9th Street. Ms. Lawhun then provided additional details concerning the re-design of the Main Library's 1st Floor Borrowers Services areas.

Public comment on AGENDA ITEM #4 POE UPDATE REPORT

None offered.

Commission discussion of AGENDA ITEM #4 POE UPDATE REPORT

In response to Commissioners' questions, Ms. Lawhun discussed plans for the areas on the 3rd Floor after the fiction collections were relocated to the 1st Floor and concerning improvements to the rest rooms.

AGENDA ITEM #5 PRIVACY POLICY

Deputy City Librarian Paul Underwood presented the revised draft (copy attached) of the proposed Privacy Policy calling attention to the revisions, additions, and deletions suggested by the Deputy City Attorney and Commissioners and recommended approval of the proposed policy to safeguard the privacy of all library users and preserve confidentiality of information sought or received, and materials consulted, borrowed, or received.

Public comment on AGENDA ITEM #5 PRIVACY POLICY

Mr. Peter Warfield found there were serious problems with the proposed policy citing potential use of RFID on library cards and urged that it not be approved.

Commission discussion of AGENDA ITEM #5 PRIVACY POLICY

In response to a comment by Vice President Steiman noting that the Library could not be responsible for the privacy policies of other sites library users visited it was reported that no information tied to a user was revealed when library users linked to other sites from Library computers. At President Higueras' suggestion item #13 regarding library cards was clarified to make clear RFID use on library cards was not envisioned. It was the consensus of the Commissioners that the revised Privacy Policy addressed their expressed concerns. The Deputy City Librarian reported that pending State legislation, SB 1834 (Bowen), further strengthened the privacy protections of library users and that the proposed policy fully conformed to the new standards. Commissioner Coulter thanked Mr. Underwood for his hard work in refining the policy.

MOTION: Vice President Steiman, 2nd Commissioner Bautista for approval of the proposed Privacy Policy with revision of part #13 removing the qualifier on non-use of RFID on library cards.

Adopted by the following vote:
AYE 5-0 (Bautista, Chin, Coulter, Higueras, and Steiman)

President Higueras called a brief recess at 5:53pm
The Commission returned to session at 6:06pm

AGENDA ITEM #8 CITY LIBRARIAN SEARCH PROCESS

Library Director of Human Resources Donna Marion described in detail the process used to consider, review, interview and recommend selection of a City pre-qualified executive search firm to review applicants, and recommend candidates for the Library Commission to consider as nominees to the Mayor for the position of City Librarian. Ms. Marion reported on the work of a library staff screening committee that had reviewed the applications by the three executive search firms and reported that the highest scoring firm to be the Hawkins Company.

Public comment on AGENDA ITEM #8 CITY LIBRARIAN SEARCH PROCESS

An anonymous member of the public found the process proposed aristocratic and undemocratic, suggesting that a secret committee would breed cynicism about the selection.
Mr. Peter Warfield urged that the Commission control the search process, decried the lack of explanatory documents, questioned the composition of the library staff

committee that screened the search firms, and recommended the search process be done in public so that members of the public like him could participate.

Commission discussion of AGENDA ITEM #8 CITY LIBRARIAN SEARCH PROCESS

President Higueras noted that the Commission was considering a process and that an important role of the executive search firm in the City Librarian Search process would be to help identify and bring out issues of concern and interests. Vice President Steiman recalled that the Commission had gone quite far along in developing a search in 2001 and that preparation for a search could be reused now. In response to a question by Commissioner Coulter, Ms. Marion confirmed that the Hawkins Company had significant professional experience and was well regarded nationally. The Library's Director of Human Resources informed the Commissioners that the Hawkins Company had done several executive searches for other important librarian positions. The City Librarian noted that the Hawkins Company had also recently conducted successful executive searchs for the City and in the Bay Area.

MOTION: Commissioner Bautista, 2nd Commissioner Chin to authorize the Library's Director of Human Resources to enter into negotiations for a contract with the Hawkins Company, a City pre-qualified executive search firm, concerning selection of the firm to conduct a search for candidates for City Librarian.

Adopted by the following vote:
AYE 5-0 (Bautista, Chin, Coulter, Higueras, and Steiman)

AGENDA ITEM #9 CLOSED SESSION

Public comment on AGENDA ITEM #9 CLOSED SESSION
PERSONNEL MATTER-PUBLIC EMPLOYEE APPOINTMENT- ACTING CITY LIBRARIAN

An anonymous member of the public found the agenda item description confusing and recalled that they had filed many lawsuits against the Library concerning previous City Librarian selection processes.
Mr. Peter Warfield wondered why selection of an Acting City Librarian needed to be done in a closed session and opined that any discussion of criteria and concerns should be in a public session.

Public comment on AGENDA ITEM #9 CLOSED SESSION
CONFERENCE WITH REAL PROPERTY NEGOTIATOR

An anonymous member of the public noted their long-term interest in issues involving the Fuhrman Trust and commented on the strict requirements of the law concerning authorizing closed session discussions urging that appropriate rationale be provided.
Mr. Peter Warfield commented that he was unclear what needed to be done in a closed session, questioned why City staff involved were not identified, and wanted to know exactly what would be accomplished.

Commission discussion of AGENDA ITEM #9 CLOSED SESSION

MOTION: Commissioner Bautista, 2nd Commissioner Chin that the Public Library Commission retire into closed session for the purpose of (i) PERSONNEL MATTER-PUBLIC EMPLOYEE APPOINTMENT- ACTING CITY LIBRARIAN pursuant to Government Code Section 54957 (b) and (ii) CONFERENCE WITH REAL PROPERTY NEGOTIATOR pursuant to Government Code section 54956.8:
Property: Fuhrman Bequest Lands, 78.12 acres of desolate land outside Bakersfield in Kern County, CA, identified as Assessor's Parcel No. 093-031-03.
Person Negotiating: Carl Watkins, Carolina Aquino, Arvin, CA 93203
Under negotiation: terms and conditions of playing field lease
c. Discussion and possible action to nominate candidate(s) to Mayor
d. Discussion and possible action to recommend approval of lease subject to approval of Recreation and Park Commission and conditional use permit from Kern County.

Adopted by the following vote:
AYE 5-0 (Bautista, Chin, Coulter, Higueras, and Steiman)

The Public Library Commission retired into closed session at 7:09pm.
The Public Library Commission returned to public session at 7:43pm.

MOTION: by Commissioner Coulter, 2nd Commissioner Chin not to disclose whether any action was taken or report any of the discussions that occurred during the closed session.

Adopted by the following vote:
AYE 5-0 (Bautista, Chin, Coulter, Higueras, and Steiman)

AGENDA ITEM # 10 ADJOURNMENT

MOTION: by Commissioner Coulter, 2nd Commissioner Chin that the meeting be adjourned.

Public comment on AGENDA ITEM # 10 ADJOURNMENT

None offered.

There being no further business before the Commission the meeting was adjourned at 7:45pm

ACTION: AYE 4-0 (Bautista, Chin, Coulter, and Higueras)

Michael Housh, Commission Secretary 9/3/04

Please note: Please note: Amendments to these Minutes are in alternative typeface. Copies of Commission Minutes and handouts are available in the Office of the Commission Secretary, 100 Larkin Street, San Francisco, CA 94102

ATTACHMENTS:

Branch Library Improvement Program (BLIP) Manager's Report notes
Branch Library Improvement Program Schedule 2/19/04
Branch Library Improvement Program Budget 6/17/04
Western Addition renovation update
POE Update Report
Revised Privacy Policy
Resolution honoring the City Librarian

Explanatory documents: Copies of listed explanatory documents are available as follows: (1) from the Commission Secretary/Custodian of Records, Main Library, 6th Floor, (2) in the rear of the Koret Auditorium immediately before and during the meeting, and (3)to the extent possible, on the Library's website at http://sfpl.org/.

Additional materials not listed as explanatory documents on this agenda, if any, that are distributed to the Library Commissioners prior to or during the meeting in connection with any agenda item will be available to the public for inspection and copying in accordance with Government Code Section 54954.1 and Sunshine Ordinance §§ 67.9, 67.28(b)& 67.28(d).

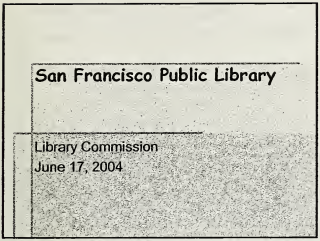
Minutes of the Library Commission Meeting June 17, 2004

Appendix A

The Public Comment Summary Statements included in these Minutes are authorized by San Francisco Administrative Code Section 67.16.

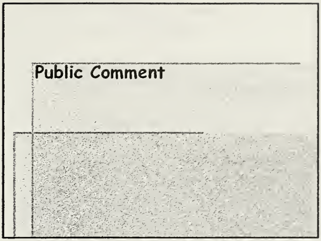
These summary statements are provided by the speaker. Their contents are neither generated by, nor subject to approval or verification of accuracy by, the San Francisco Public Library Commission.

The number of members of the public who spoke anonymously at this meeting. 1

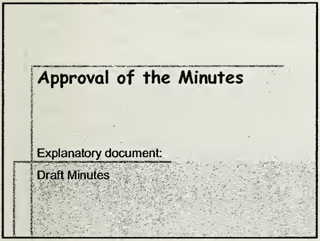


San Francisco Public Library

Library Commission
June 17, 2004

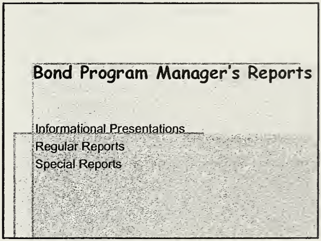


Public Comment



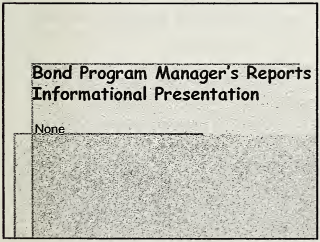
Approval of the Minutes

Explanatory document:
Draft Minutes



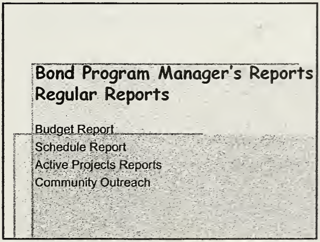
Bond Program Manager's Reports

- Informational Presentations
- Regular Reports
- Special Reports



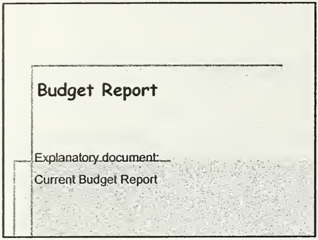
Bond Program Manager's Reports Informational Presentation

None



Bond Program Manager's Reports Regular Reports

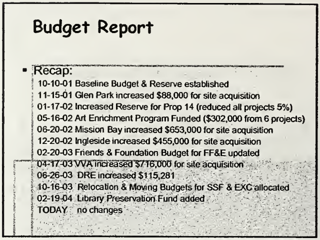
- Budget Report
- Schedule Report
- Active Projects Reports
- Community Outreach



Budget Report

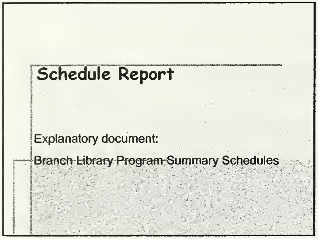
Explanatory document:

Current Budget Report



Budget Report

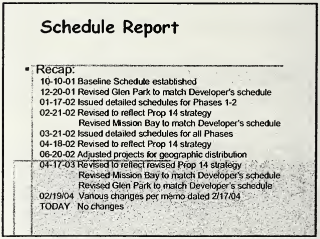
- Recap:
  10-10-01 Baseline Budget & Reserve established
  11-15-01 Glen Park increased $88,000 for site acquisition
  01-17-02 Increased Reserve for Prop 14 (reduced all projects 5%)
  05-16-02 Art Enrichment Program Funded ($302,000 from 6 projects)
  06-20-02 Mission Bay increased $653,000 for site acquisition
  12-20-02 Ingleside increased $455,000 for site acquisition
  02-20-03 Friends & Foundation Budget for FF&E updated
  04-17-03 VVA increased $716,000 for site acquisition
  06-26-03 DRE increased $115,281
  10-16-03 Relocation & Moving Budgets for SSF & EXC allocated
  02-19-04 Library Preservation Fund added
  TODAY no changes



Schedule Report

Explanatory document:

Branch Library Program Summary Schedules



Schedule Report

- Recap:
  10-10-01 Baseline Schedule established
  12-20-01 Revised Glen Park to match Developer's schedule
  01-17-02 Issued detailed schedules for Phases 1-2
  02-21-02 Revised to reflect Prop 14 strategy
  Revised Mission Bay to match Developer's schedule
  03-21-02 Issued detailed schedules for all Phases
  04-18-02 Revised to reflect Prop 14 strategy
  06-20-02 Adjusted projects for geographic distribution
  04-17-03 Revised to reflect revised Prop 14 strategy
  Revised Mission Bay to match Developer's schedule
  Revised Glen Park to match Developer's schedule
  02/19/04 Various changes per memo dated 2/17/04
  TODAY No changes

Active Projects Reports

New Construction

Renovations

Active Projects Reports New Construction

- Mission Bay
  - Construction phase
- Glen Park
  - Construction start imminent
  - Public Artist selected
  - Schematic Design Phase

Active Projects Reports New Construction

- Ingleside
  - Demolition complete
  - Planning Dept. Applications / Approvals
  - Schematic Design Phase – on hold
  - Public Art
- Portola
  - Planning Dept. Applications / Approvals
  - Schematic Design Phase – on hold
  - Public Art

Active Projects Reports New Construction

- Visitacion Valley
  - Supermarket lease extended
  - Conceplual Design phase – on hold
- Ortega
  - Conceplual Design phase – on hold
  - Review by RPD & DCP

Active Projects Reports Renovations

- Excelsior
  - Construction Phase
  - Interim Services
- West Portal
  - Construction Documents Phase
  - Permit application submitted
  - Power Pole & Neighbors
  - Interim Services
  - Civic Design Review
- Sunset
  - Design Development Design Phase
  - Landmark Status
  - Interim Services

Active Projects Reports Renovations

- Noe Valley
  - Schematic Design Phase
  - Permit application submitted
- Western Addition
  - Schematic Design Phase
  - Survey
  - Review by RPD & DCP
- Marina
  - Schematic Design Phase
  - Review by RPD & DCP

Active Projects Reports Renovations

- Richmond
  - Construction Documents Phase – on hold
  - Landmarks Status
- Parkside
  - Expansion approved – on hold
- North Beach
  - Planning & Programming Phase – on hold
  - Triangle Property
- Support Services Facility
  - Construction Phase

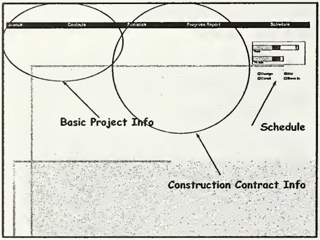
Community Outreach Update

- Library meetings:
  6/22 Western Addition Community Meeting
  7/8 Marina Community Meeting
- Library attended:
  None
- Related City Boards/Commissions:
  6/21 Civic Design Review
- Other Outreach:
  Website – www.sfpl.org/news/blip/improvementprogram.htm
  Newsletter – issued quarterly (Winter 2004)
  Bulletin Board – Sixth Floor

Bond Program Manager's Reports Special Report

Construction Reports &
Western Addition Branch Update

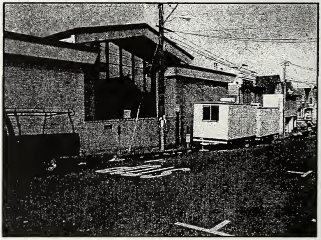
Special Report- Construction Report

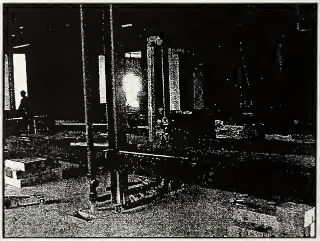

Branch
Contacts
Statistics
Progress Report
Schedule
Design
Bid
Const
Move In

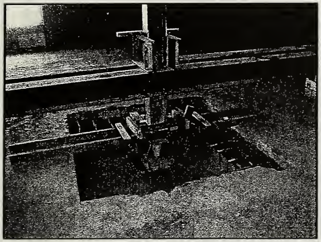
Basic Project Info

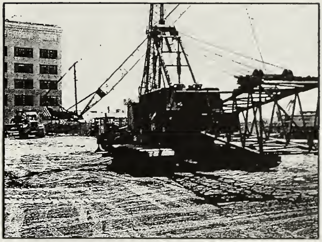
Schedule

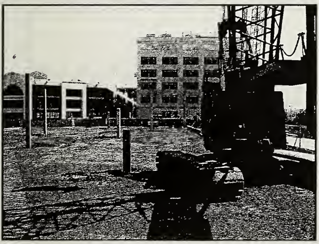
Construction Contract Info

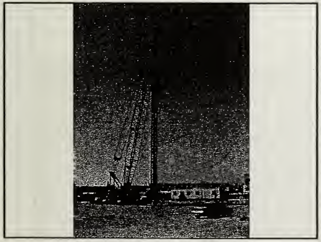


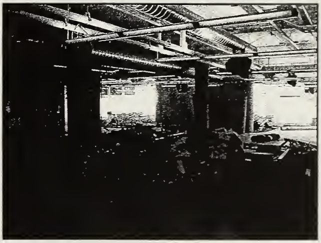


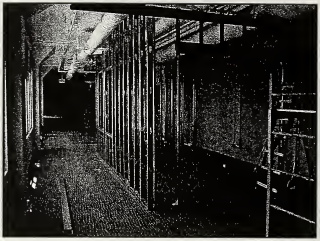


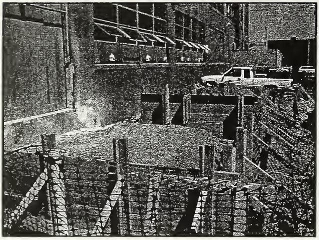




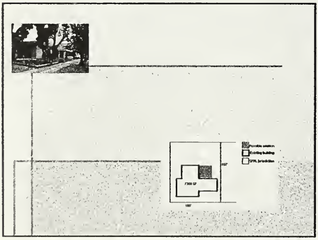






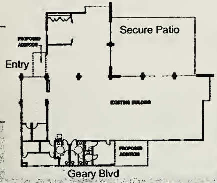


Special Report-
Western Addition Branch Library


Possible addition
Existing building
jurisdiction
7300 SF

From the San Francisco Master Plan:

- Policy 2- Preserve existing open space.
- Policy 4- Gradually eliminate non-recreational uses in parks and playgrounds.


Secure Patio
PROPOSED ADDITION
Entry
EXISTING BUILDING
PROPOSED ADDITION
Geary Blvd

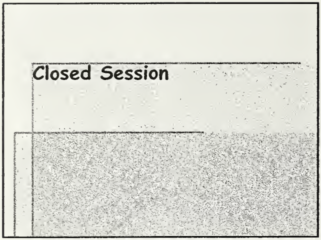
POE Update Report

Privacy Policy

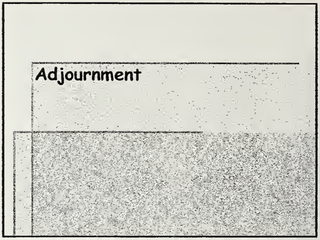
Tribute to the City Librarian

Commending Retiring Library Staff

City Librarian Search Process



Closed Session



Adjournment

CURRENT F REPORT-2000 Branch Library Improvement Bond Program
June 17, 20

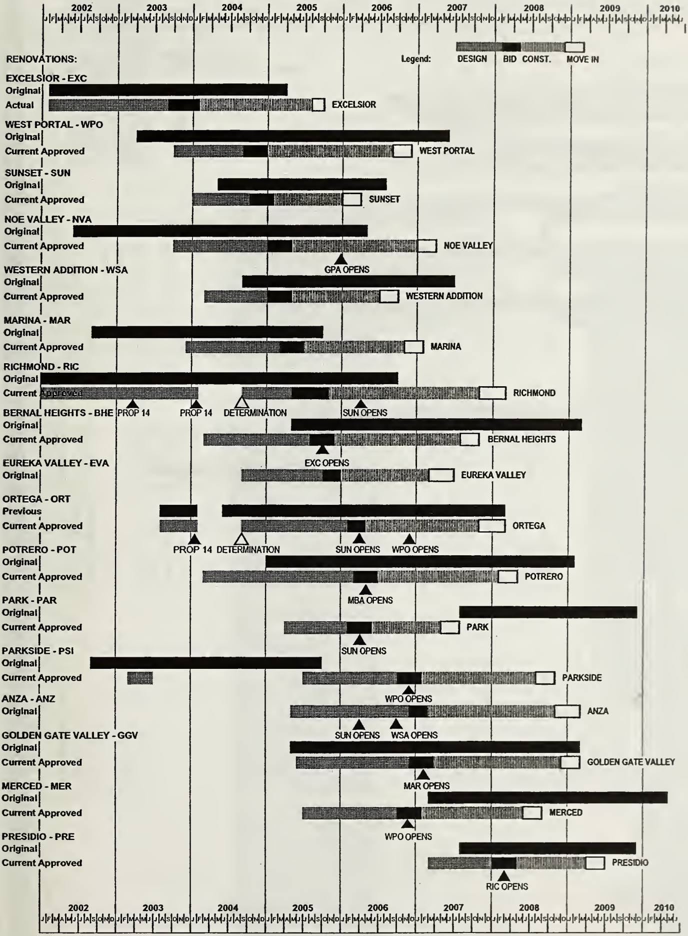
Branch	BUDGET Baseline Budget (10/01)	Approved Budget (1/04)	REVENUE — FUND STRATEGY City Prop. A Bonds	Other Funds	Total All Sources	FUND STATUS Appropriated	Total Available	EXPENDITURES/ENCUMBRANCES Actual 31-May-04	New This Month
Site Acquisitions & New Construction								B	
Glen Park	4,570,000	4,681,000	4,681,000		4,681,000	4,728,250	4,728,250	297,083	987
Ingleside	4,570,000	4,843,000	1,943,000	2,900,000 (1)	4,843,000	2,890,000	2,890,000	2,536,453	-
Mission Bay	3,350,000	3,957,000	3,957,000		3,957,000	3,957,000	3,957,000	3,489,807	18,181
Portola	4,570,000	4,388,000	1,988,000	2,400,000 (1)	4,388,000	2,435,000	2,435,000	1,876,524	-
Visitacion Valley	5,320,000	5,826,500	5,826,500		5,826,500	2,870,000	2,870,000	2,230,778	720
Support Services	9,080,000	8,876,000	8,876,000		8,876,000	8,626,000	8,626,000	8,751,218	13,927
SUBTOTAL	*31,460,000*	*32,571,500*	*27,271,500*	*5,300,000*	*32,571,500*	*25,506,250*	*25,506,250*	*19,181,859*	*33,815*
Renovations									
Anza	4,740,000	4,503,000	4,503,000		4,503,000				
Bayview	3,820,000	3,629,000	3,629,000		3,629,000			18,690	
Bernal Heights	5,350,000	5,082,500	5,082,500		5,082,500			12,459	11,947
Eureka Valley	4,580,000	4,351,000	4,351,000		4,351,000			18,202	
Excelsior	3,820,000	3,649,000	3,649,000		3,649,000	3,629,000	3,629,000	2,668,702	29,274
Golden Gate Valley	5,340,000	5,073,000	5,073,000		5,073,000	50,000	50,000		
Marina	4,110,000	3,904,500	3,904,500		3,904,500	976,125	976,125	525,832	
Merced	4,200,000	3,990,000	3,990,000		3,990,000	-	-		
Noe Valley	4,410,000	4,189,500	4,189,500		4,189,500	1,047,125	1,047,125	734,746	(39)
North Beach	3,460,000	3,287,000	3,287,000		3,287,000	821,750	821,750	118	
Ortega	3,560,000	3,382,000	3,382,000		3,382,000	350,000	350,000	140,768	370
Park	1,310,000	1,244,500	1,244,500		1,244,500	-	-		
Parkside	2,880,000	3,236,000	3,236,000		3,236,000	2,736,000	2,736,000	89,204	
Potrero	4,230,000	4,018,500	4,018,500		4,018,500	-	-		
Presidio	1,530,000	1,453,500	1,453,500		1,453,500	353,400	353,400	120,920	
Richmond	7,830,000	7,141,500	41,500	7,100,000 (1) (2)	7,141,500	2,441,500	2,441,500	994,313	268
Sunset	1,490,000	1,415,500	1,415,500		1,415,500	1,415,500	1,415,500	247,468	-
West Portal	4,110,000	3,904,500	3,904,500		3,904,500	976,125	976,125	676,149	703
Western Addition	3,430,000	3,258,500	3,258,500		3,258,500	-	-	34,576	6,782
SUBTOTAL	*74,000,000*	*70,713,000*	*63,613,000*	*7,100,000*	*70,713,000*	*14,796,525*	*14,796,525*	*6,282,147*	*53,577*
Program-Wide Services & Costs									
Library Program Costs	800,000	800,000	800,000		800,000	600,000	600,000	486,964	1,052
Program Consultants	750,000	750,000	750,000		750,000	582,500	562,500	120,392	3,128
City Program Management	3,600,000	3,600,000	3,600,000		3,600,000	1,013,822	1,013,822	1,051,397	41,652
Real Estate Dept	120,000	235,281	235,281		235,281	235,281	235,281	235,281	0
Art Enrichment Program	0	302,000	302,000		302,000	302,000	302,000	117,396	0
Program Interim Services	0	438,400	253,542	184,858 (4)	438,400	300,000	300,000	253,532	(10)
Relocation & Moving Reserve	4,360,000	410,000	94,858	315,142 (4)	410,000	0	0		0
Furniture & Equipment Reserv	15,000,000	16,000,000	0	16,000,000 (3)	16,000,000	0	0		0
Bond Financing Costs	1,500,000	1,500,000	1,500,000		1,500,000	338,622	338,622	290,051	0
Program Reserve	1,875,000	7,444,819	7,444,819		7,444,819	0	0		0
SUBTOTAL	*27,805,000*	*31,480,500*	*14,980,500*	*16,500,000*	*31,480,500*	*3,352,225*	*3,352,225*	*2,555,013*	*45,822*
TOTAL	133,265,000	134,765,000	105,865,000	28,900,000	134,765,000	43,655,000	43,655,000	28,019,019	133,214

(1) Prop. 14 State Grants
(2) Earthquake Safety Program funds remaining for Branch Libraries ($2,400,000 for Richmond)
(3) Private donations from Friends & Foundation, includes Friends and Foundation fundraising expenses.
(4) Library Preservation Fund approved by Library Commission ($500,000) 1/04

Branch Library Program Summary Schedules

Monthly Bond Program Manager's Report

Approved February 19, 2004



Branch Library Program Summary Schedules

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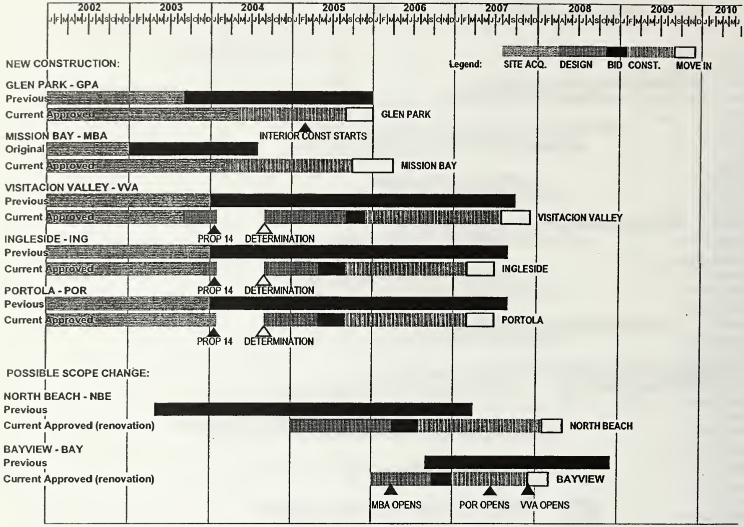
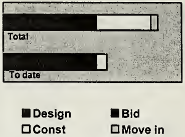
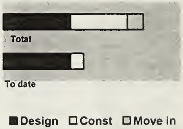
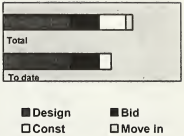


June 17, 2004

Branch	Contacts	Statistics	Progress Report	Schedule
Excelsior Branch 4400 Mission Street	**District/Supervisor:** 11 / Sandoval **Architect:** DPW Bureau of Architecture **Contractor:** CDX Builders	**Bid:** $1,793,800: **Change Orders:** $0 **Total Contract:** $1,793,800 **Payments:** $0 **Duration:** 460 days **Extensions:** 0 days **Total Duration:** 460 days **End date** 06/24/05	Abatement & mobilization complete Demolition complete Temporary shoring complete Foundations in process Excavation for ADA ramp in process Lead abatement for welding complete	
Mission Bay Branch 4th and Berry Streets	**District/Supervisor:** 6 / Daly **Architect:** Santos Prescott Hardison Komatsu Ivelich & Tucker **Contractor:** Cahill Construction **Developer:** Mercy Housing SF Redevelopment Agency	**Bid:** $2,433,635 **Change Orders:** $17,791 **Total Contract:** $2,451,426 **Payments:** $18,087 **Duration:** 638 days **Extensions:** 0 days **Total Duration:** 638 days **End Date:** 12/06/05	Exploratory drilling complete Piles delivered & pile driving started	

Branch	Contacts	Statistics	Progress Report	Schedule
Support Services Center 190 9th Street	**District/Supervisor:** 6 / Daly **Architect:** DPW Bureau of Architecture Tom Eliot Fisch **Contractor:** Kin Wo	**Bid:** $493,000* **Change Orders:** $19,057 **Total Contract:** $512,057 **Payments:** $0 **Duration:** 120 days **Extensions:** 0 days **Total Duration:** 120 days **End Date:** 08/23/04 * **$181,027 Bond funds**	Demolition complete All in wall electrical & data complete New walls 80% complete Loading dock foundation work started; concrete to be poured this month	

BRANCH LIBRARY
IMPROVEMENT PROGRAM

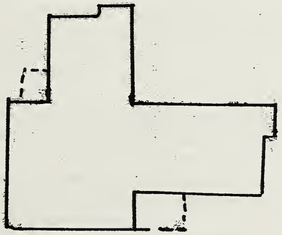
WESTERN ADDITION RENOVATION UPDATE

As part of the bond program overwhelmingly passed by the voters in November 2000, the San Francisco Public Library is renovating the Western Addition Branch Library.

At the last community meeting (May 2004), the architects and library staff discussed multiple design schemes for renovating the branch. A new plan, showing a small expansion and reflecting community input, will be shown at a meeting June 22, 7pm, at the Western Addition Branch Library.

As part of the regular Bond Manager's Report on June 17th, there will be a brief Special Report presented to the Library Commission outlining the recommended scheme of an expansion at the entrance and also at the front of the building (see drawing below). Because the branch library is on Recreation & Park Department land, the Library plans to present this option to the Recreation & Park Commission as well in the near future. Join us:

Library Commission Meeting
Thursday, June 17, 2004
The Main Library, 100 Larkin Street, Koret Auditorium
Meeting starts at 4:00 P.M.
(Western Addition update is part of item #3)



Western Addition Branch Library Renovation

Addition at entrance and in front of building, facing Geary Street

—— Existing building
- - - Proposed addition

For more information,
call the Library's Chief of Branches at 415.557.4353
or the Office of the Bond Program Manager at 415.557.4354

For more information about the Branch Library Improvement Program,
check the Library website at www.sfpl.org

San Francisco Public Library

BRANCH LIBRARY
IMPROVEMENT PROGRAM

San Francisco Public Library
100 Larkin Street
San Francisco, CA 94102

San Francisco Public Library

TO: Library Commission

FROM: Paul Underwood, Deputy City Librarian
Kathy Lawhun, Chief of the Main Library

SUBJECT: Main Library Post Occupancy Evaluation (POE) Update Report

DATE: June 14, 2004

This report includes a summary (Attachment A) and projected schedule (Attachment B) of all Post Occupancy Evaluation (POE) projects that have been completed, are in progress and are in the planning stage.

POE Phase I Improvements:

- Trico Construction finished all project during September 2003.

POE Signage Improvements:

- LC General Engineering & Construction Inc. was awarded the contract on December 1, 2003.
- Weekly meetings were begun in January, 2004.
- The subcontractor for the fabrication of new signs and the modification to old signs, Priority Architectural Graphics, started removing signs for modification in April, 2004 and are starting to re-install in June 2004.
- Electrical work and construction of new sign holders will begin the week of June 21st.
- Directional kiosks will be delivered in mid July, 2004. Project scheduled to be completed by end of July, 2004.

Support Services Center -190 9th Street:

- Kin Wo Construction was awarded the contract in January 2004.
- Weekly construction meetings were begun on April 29, 2004 and will continue until project completion scheduled for late August 2004.
- Move-in scheduled to occur late August through mid-September 2004

POE Phase II – Borrower Services Reconfiguration/1st Floor Public Area Expansion:

- Weekly planning meetings were restarted on March 2, 2004 with a taskforce of six 1st Floor staff members plus Philip Sowers, Bureau of Architecture and Mike White, ergonomic consultant.
- Subgroups were formed to research size of book collections & layout of book stacks; to study staff work areas including carrels, work surfaces & configuration and to make suggestions for layout of stacks and circulation desk in AV Center.
- Mike White has developed an oversized plan of the entire 1st floor area and is inserting different configurations as subgroups come up with suggestions.
- Developing plans for an ergonomic circulation counter and reference desk is starting this week.
- Visit to Santa Clara City Library is planned for June 24th to see an RFID & Automated Sorting system in action.

POE SUMMARY

Attachment A

Project	Status	Funding
Phase I Improvements	▪ Bidding difficulties delayed project. ▪ Work started 4/03. ▪ Work completed 9/03.	▪ $1,408,983 appropriated in 2000/01 for projects. ▪ $132,952 reallocated from 2nd floor bridge project on 12/09/02. ▪ Project total is $1,541,575
Signage Revisions	▪ Fabrication bid released 10/03. ▪ Bid awarded 12/03. ▪ Project completion scheduled for 7/04.	▪ $50,000 appropriated for consultant services in 2000/01. ▪ $350,000 appropriated for fabrication in 2001/02. ▪ $100,000 reallocated from 2nd floor bridge project on 2/4/03. ▪ Project total is $500,000.
Technical Services Relocation to Support Services Center, 190 9th	▪ Construction bid released 11/03 ▪ Bid awarded 1/04 ▪ Notice to Proceed 4/27/04 ▪ Project completion scheduled for 8/23/04	▪ $8.6 million in Branch Improvement Program for acquisition 11/02 ▪ $577,408 appropriated in 2003/04 from Library Improvement Fund from 2nd floor bridge for construction contract, design services and project management ▪ $148,652 appropriated from Library Preservation Fund in 2003/04 for DTIS telephone work, conduit to Main and contingency ▪ Project total is $726,060
Borrower's Services Reconfiguration and 1st Floor Public Area Expansion (Phase II)	▪ Planning process restarted 3/04. ▪ Schematic design & construction documents by Bureau of Architecture 7/04-4/05. ▪ Bid & award 4/05-7/05. ▪ Construction 8/05-2/06	▪ $1,822,500 appropriated in 2001/02 for Borrower Services project. $436,182 recovered by City in 2002/03 for overhead leaving $1,386,318 from appropriated amount. ($1,890,000 estimated in POE for Public Area Expansion.) ▪ Revised cost estimate for all of Phase II is $2,721,649 construction. ▪ $350,000 for public restroom remodeling. $1,210,000 for automated sorting system ($666,750 in 2004/05 & $543,025 in 2005/06). ▪ In 2004/05 budget $1,450,655 being allocated from Library Improvement Fund and $901,426 from Library Preservation Fund. ▪ Project total: $4,281,424 ($3,738,399 available 2004/05 & $543,025 to be allocated in 2005/06)
Second Floor Bridge	▪ Construction of bridge no longer planned. ▪ Improved signage mitigates need for project.	▪ $810,000 appropriated in 2001/02 for project was reallocated to other projects in 2/03.

SAN FRANCISCO MAIN LIBRARY
FIRST FLOOR RENOVATION

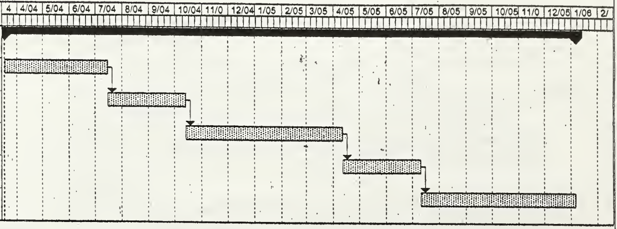
ATTACHMENT B
Library Commision

June 14, 2004

SCHEDULE

Revised - March 17, 2004

Task Name	Duration	Start	Finish
Borrower' Services/Public Area Expansion	660 days	Thu 3/18/04	Fri 1/6/06
Planning	120 days	Thu 3/18/04	Thu 7/15/04
Schematic Design	90 days	Fri 7/16/04	Wed 10/13/04
Construction Documents	180 days	Thu 10/14/04	Mon 4/11/05
Bid and Award	90 days	Tue 4/12/05	Sun 7/10/05
Construction	180 days	Mon 7/11/05	Fri 1/6/06



Project: POE PHASE 2
Date: Wed 3/17/04

Task ▨
Split ┅
Progress ▬
Milestone ◆
Summary ▬
Rolled Up Task ▨
Rolled Up Split ┅
Rolled Up Milestone ◇
Rolled Up Progress ▬
External Tasks ▨
Project Summary ▬
External Milestone ◆
Deadline ⇩

San Francisco Public Library

TO: Library Commission

FROM: Paul Underwood
Deputy City Librarian

SUBJECT: Privacy Policy Draft

DATE: June 14, 2004

At the June 17, 2004 Library Commission meeting, you will be reviewing the revised Privacy Policy draft for possible action.

The following modifications have been made since the discussion at the June 3rd Library Commission meeting:

- Deletions are noted with ~~strikethrough~~.
- Additions are noted with underline.
- The Policy Statement has been revised based upon input from the Deputy City Attorney.
- Item number one is new, and is a result of input from the Deputy City Attorney.
- Footnotes have been used in item one to reference relevant law.
- Other changes, as indicated, are used to clarify statements.
- Appendices have had dates and other clarifying information added.
- The staff procedure document has had the numbering sequence of subjects modified to conform to the sequence of subjects in the Privacy Policy draft.

San Francisco Public Library Commission Policy Manual

Privacy Policy **Policy #207**
Section: Library Services
Adopted:

Policy Statement:

The San Francisco Public Library champions the protection of personal privacy. Protecting library user privacy and keeping confidential information that identifies individuals or associates individuals with their use of library books, materials, equipment, programs, facilities, and/or staff assistance is an integral principle of the Library. This policy affirms the Library's commitment to privacy, explains the information that the Library collects, and alerts visitors to Library facilities and users of remotely accessed Library services to the privacy choices they face.

~~To better protect library user privacy, the San Francisco Public Library provides this policy explaining library practices and the choices library users can make about the way personal information is collected and used. The Library champions the protection of personal privacy. Protecting library user privacy and confidentiality related to information and materials sought and received is an integral principle of the San Francisco Public Library~~.

General

1. The Library will keep all such information that it purposefully or inadvertently collects or maintains confidential to the fullest extent permitted by federal state and local law, including the California Public Records Act (1), the San Francisco Sunshine Ordinance (2), and the USA PATRIOT Act (3).
2. To make this policy easy to find, the Library makes it available on the Library's Web site and at every point where personally identifiable information may be requested.
3. Protection of confidentiality extends to information sought or received, and materials consulted, borrowed, and received.

---

1. Library records are protected under *California Government Code, Title 1, Division 7, Sections 6250-6270, Chapter 3.5*.
2. San Francisco Administrative Code, Section 67
3. PL 107-56 - Uniting & Strengthening America by Providing Appropriate Tools Required To Intercept and Obstruct Terrorism (USA Patriot Act) Act of 2001

4. Protection of confidentiality includes database search records, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities or services
5. The Library does not collect personal information about a library user when a user visits the Library's Web site, registers for a program, or registers for a library card unless the user authorizes the Library to have that information. The user has the option to participate or not participate.
6. Any information the library user chooses to provide will be used only to provide or improve library services, such as information gathered through voluntary library user surveys.
7. The Library protects library user account information by placing it on a secure server.

Library Cards and Circulation Records

8. To receive a library card, library users are required to provide identifying information such as name, birth date and mailing address. This identifying information is retained as long as the library user continues to use the library card.
9. A library user's library record includes current information, items currently checked out or on hold, as well as overdue materials and fines.
10. The Library does not maintain a history of what a library user has previously checked out once books and materials have been returned on time.
11. When fines accrue on a user's account, the Library does maintain records of items that have been borrowed but returned after the due date, or are still outstanding on the user's record. When overdue materials are returned and all associated fines are paid, the information associated with the library card number is deleted.

Radio Frequency Identification (RFID)

12. The only information stored on the RFID chip/tag will be limited to the item barcode or an encrypted number, as well as a security bit that indicates if the item is in or out of the library.
13. RFID technology will not be used for library cards ~~unless privacy concerns are addressed.~~ ~~that use RFID which stores personal information about the user.~~
14. All local, state and/or federal legislation relating to RFID and library usage will be fully complied with at San Francisco Public Library.

Public computer use and the Library's online system

15. The Library uses an online computer reservation program that allows the public to reserve a computer in order to access the Library's catalog, the Internet and other resources. The Library's public computer search stations are programmed to delete the history of a library user's Internet session and all searches once an individual session is completed. Booking history is deleted every day.
16. Searching by the barcode of library books and other materials is not available to the public.
17. The Library's online ~~computer~~ system offers library user self-activated features, using *View Your Record*, including email notification of new library materials which contain library user saved search terms. Information gathered and stored using this feature is only accessible to the library user. There is no administrative interface to this information for library staff and, therefore, it is not retrievable by anyone other than the user. The user has the option to delete their search history at any time.
18. Any future enhancements to the Library's online system that may impact user confidentiality will not be activated by the Library.

Email, Web Forms, and Reference Questions

19. Information provided by a library user via email or Web forms will be used only for purposes described at the point of collection (for example on a Web form), such as to send information or provide library services to the library user, update information on the library user's record, or respond to a library user's questions or comments.
20. If contact information is provided, the Library may contact the library user to clarify a comment or question, or to learn about the level of customer satisfaction with library services.
21. The Library treats reference questions, regardless of format of transmission (in person, via telephone, fax, email or online) confidentially. Personal identifying information related to these questions is purged on an ongoing basis.
22. Email is not necessarily secure against interception and may be subject to disclosure requirements of the Public Records Act or other legal disclosure requirements.

Information Automatically Collected and Stored

23. As library users browse through the Library's Web site, read pages, or download information, certain information will be automatically gathered and stored about the visit, *but not about the library user*. The information

gathered is for statistical purposes only to insure that the Library is providing appropriate services and does not personally identify any individual.

24. The Library automatically collects and stores only the following information about a visit, for statistical purposes:
    - The Internet domain and IP address from which access to the Web site is gained;
    - The type of browser and operating system used to access the Library's site;
    - The date and time of access to the Library's site;
    - The pages visited; and
    - The address of the Web site from which the initial visit to www.sfpl.org was launched, if any, as well as the address from which a visitor exits.
25. The Library uses this information to help the Library make the site more useful to visitors and to learn about the number of visitors to the site and the types of technology visitors use. The data that is collected is not connected to any personal information or identity.
26. The Library does not collect information about who library users are, and encourages library users to become familiar with privacy policies of the ISP that the user subscribes to and other sites visited.

Links to Other Sites

27. The Library's Web site contains links to other sites. The San Francisco Public Library is not responsible for the privacy practices of other sites, including providers of online database services for which the Library subscribes, which may be different from the privacy practices described in this policy. The Library encourages library users to become familiar with privacy policies of other sites visited, including linked sites.

Network Security

28. For Web site security purposes and to ensure that the service remains available to all library users, the San Francisco Public Library uses software programs that monitor network traffic to identify unauthorized attempts to upload or change information or otherwise cause damage. Anyone using the Library's Web site expressly consents to such monitoring. Except for the above purposes, no other attempts are made to identify library users or their usage habits(4).

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4 . Unauthorized attempts to upload information or change information are strictly prohibited and may be punishable under the Computer Fraud and Abuse Act of 1986 and 18 U.S.C. Section 1001 and 1030.

Working with Law Enforcement

29. Library records will not be made available to any agency of the state, federal or local government except pursuant to such process, order or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.

Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act (USA PATRIOT ACT)

30. Sections 214-216 of this Act gives law enforcement agencies expanded authority to obtain library records, secretly monitor electronic communications and prohibits libraries and librarians from informing library users of monitoring or information requests.
31. The Library Commission and the San Francisco Board of Supervisors have formally opposed the Act, including Sections 214-216, in two separate resolutions. (appendices E and F)
32. On March 2, 2004, San Francisco voters codified the City's resistance to the federal USA PATRIOT Act with their approval of Proposition E. The charter amendment requires that any request for library, health or other personal records be routed through the Board of Supervisors instead of through City department heads. The supervisors will then decide whether the request is constitutional and whether to respond to it.

Appendices:

A. *Code of Ethics*, American Library Association, June 1995
B. *Privacy Statement*, American Library Association, July 1999
C. *Privacy Report*, American Library Association, Library Information and Technology Association, Task Force On Privacy and Confidentiality in the Electronic Environment, July 2000
D. *Privacy: An Interpretation of the Library Bill of Rights*, American Library Association, June 2002
E. Resolution 53-03, Board of Supervisors, January 31, 2003
F. Resolution 2/03 of the San Francisco Public Library Commission Protecting Library Users Rights to Privacy and Confidentiality, Library Commission, February 4, 2003

AMERICAN LIBRARY ASSOCIATION
CODE OF ETHICS

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.

II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.

III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

IV. We recognize and respect intellectual property rights.

V. We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.

VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.

VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted by the ALA Council
June 28, 1995

AMERICAN LIBRARY ASSOCIATION

Position Statement on the Confidentiality of Library Records

The members of the American Library Association,* recognizing the right to privacy of library users, believe that records held in libraries which connect specific individuals with specific resources, programs or services, are confidential and not to be used for purposes other than routine record keeping: i.e., to maintain access to resources, to assure that resources are available to users who need them, to arrange facilities, to provide resources for the comfort and safety of patrons, or to accomplish the purposes of the program or service. The library community recognizes that children and youth have the same rights to privacy as adults.

Libraries whose record keeping systems reveal the names of users would be in violation of the confidentiality of library record laws adopted in many states. School library media specialists are advised to seek the advice of counsel if in doubt about whether their record keeping systems violate the specific laws in their states. Efforts must be made within the reasonable constraints of budgets and school management procedures to eliminate such records as soon as reasonably possible.

With or without specific legislation, school library media specialists are urged to respect the rights of children and youth by adhering to the tenets expressed in the Confidentiality of Library Records Interpretation of the Library Bill of Rights and the ALA Code of Ethics.

*ALA Policy 52.4 (see below), 54.16

ALA Policy 52.4 Confidentiality of Library Records

The ethical responsibilities of librarians, as well as statues in most states and the District of Columbia, protect the privacy of library users. Confidentiality extends to "information sought or received, and materials consulted, borrowed, acquired," and includes database search records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, or services.

The American Library Association recognizes that law enforcement agencies and officers may occasionally believe that library records contain information which may be helpful to the investigation of criminal activity. If there is a reasonable basis to believe such records are necessary to the progress of an investigation or prosecution, the American judicial system provides mechanism for seeking release of such confidential records: the issuance of a court order, following a showing of good cause based on specific facts, by a court of competent jurisdiction.

The American Library Association strongly recommends that the responsible officers in each library, cooperative system, and consortium in the United States:

1. Formally adopt a policy which specifically recognizes its circulation records and other records identifying the names of library users with specific materials to be confidential.
2. Advise all librarians and library employees that such records shall not be made available to any agency of state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.
3. Resist the issuance or enforcement of such process, order, or subpoena until such time as a proper showing of good cause has been made in a court of competent jurisdiction.

(Revised July 1999)

APPENDIX C

The American Library Association's
Task Force on Privacy and Confidentiality in the Electronic Environment

Final Report, 7 July 2000

At the American Library Association Conference in New Orleans in 1999, ALA Council resolved that the Library and Information Technology Association be asked to examine the impact of new technologies on patron privacy and the confidentiality of electronic records. The Taskforce on Privacy and Confidentiality in the Electronic Environment was formed at the ALA Midwinter Conference with broad participation from across ALA.

The Task Force decided to focus on identifying the applicable technologies, describing these and their possible impacts. The group did not see policy development as part of the charge. Because the Association has always taken a strong stand on patron privacy, and considering that there are already a number of privacy policy statements promulgated by the Association, the Task Force believes that reaffirmation, reinforcement, and repetition of previous stands may be adequate. Additional information and policy dissemination efforts may help to communicate the Association's concerns more broadly.

FINDINGS

The report identifies the following areas where technology is having a particular impact on patron privacy and confidentiality.

Law and Legislation

In most states, the law protects the confidentiality of library records to some degree. Generally, these laws protect circulation and registration records containing personal names. Many also protect information on the "use of library materials." Not all state laws are written in such a way that we can assume that they protect the privacy of patrons using online resources.

Library Systems

Libraries need to be concerned about computer system security as part of their commitment to patron privacy. This means that libraries must be able to protect user records, both electronic and paper, from unauthorized access. User records have also expanded beyond the standard lists of library cardholders and circulation records as libraries begin to use electronic communication methods such as electronic mail for reference services, and as they provide access to computer, web and printing use.

Library systems must be able to authenticate users while keeping user activities confidential. Some institutions require a user logon for all computer access, potentially creating a record of all online activity, even catalog browsing. Libraries that provide materials over web sites controlled by the library must determine the appropriate use of any data describing user activity logged or gathered by the Web server software.

Internet Access in Libraries

This is an area of great concern because libraries have limited influence over the privacy practices of World Wide Web sites on the public access Internet. The threats to patron privacy take many forms, including:

User tracking by remote sites
This is ameliorated by the fact the library computer connections are usually shared by many patrons so that it is unlikely that specific individuals will be identified. However, data is being gathered and patrons need to be aware of that.

Users giving out personal information online
Users may voluntarily reveal personal information to take advantage of personalization features of web sites, to subscribe to services, to participate in interactive communications, and to purchase items online.

Logs or caches of user activity, in online form or as backups
Unless steps are taken by the library, subsequent users at a library computer may be able to see some traces of activity of previous users.

Screen view privacy
Patrons have a reasonable right to access information privately while in the library. Computer screens may be readily visible to other patrons.

Libraries should inform patrons of the potential for loss of privacy with Internet use and encourage safe Internet use practices.

Library Support for Patron Privacy

While libraries have historically supported patron privacy, substantial anecdotal evidence suggests that our user community is not aware of this strong stance. And as libraries have moved into the internet world, providing extensive access to quality internet access through the library's website or portal, few libraries have adopted the practice of communicating with its users through a link to the library's policies on privacy from its web pages.

Access to Remote Resources Provided by Library

Libraries increasingly contract for information resources that are stored remotely and are under the control of a vendor. Care must be taken to include patron privacy measures in the license between the library and the vendor. Vendors may be reluctant to forego the gathering of marketing and usage data, but libraries may need to insist on patron privacy measures.

New features are being developed that allow users to personalize their use of remote information, to e-mail retrieved items to themselves, or to purchase items like article reprints. These features necessarily link the activity to the individual user, and create a record of the use. Great care must be taken to provide confidentiality in this environment

where the library has the ability to do so, or care must be taken to inform users of privacy implications of such use where the library does not have the necessary control.

Library Employee Privacy

In addition to its obligation to its users, libraries must be aware of employee privacy as well. Monitoring of employee activities for "quality control" may be an invasion of employee privacy if it is not made known as a policy. As employees begin to use online communication to interact with patrons, the patron's privacy is also at risk. The policies and practices of parent institutions may also come into play. The best course here is for libraries and their parent institutions to have a written policy that says what privacy the employee and patrons can realistically expect.

CONCLUSIONS

The effort to protect patron privacy should be clearly supported by ALA policy. Access to Electronic Information, Services, and Networks: An Interpretation of the *Library Bill of Rights* contains strong statements on the end goals of confidential use of library information resources and intellectual freedom in the current environment. ALA policy statements on the confidentiality of library records focus on circulation data. ALA may wish to revise these statements to include a wider range of data. Of particular concern is the pervasive gathering of "marketing information" or tracking online usage by third parties.

Libraries have some influence over the technical products and services that are marketed primarily to libraries (library automation systems, some content vendors focused on libraries). Carefully written license agreements and contracts are important tools in insuring that patron privacy is protected by the products and services we buy.

Libraries should take a proactive role in communicating their privacy commitment to their user communities through policy statements on library websites as well as through other traditional communication channels.

Libraries must be especially diligent in all areas where they use and control technology-based information systems. Because libraries have stronger user privacy concerns than many other institutions, our needs will often not be met by software as it is configured "out of the box."

Libraries have an important role in educating the public about privacy, especially where the libraries provide access to technology. Public education and library policies can empower users even in the open access Internet. ALA should consider creating model privacy policies, instructional materials, and privacy "best practices" documents for libraries.

Librarians, as individuals and through their library associations, can influence public policy on privacy. State laws on the confidentiality of library records may need to be extended to cover new technologies, or revised to be technology neutral. Librarians can participate in the creation of standards and new technologies that take privacy

considerations into account. Librarians can advocate the importance of privacy through standards bodies and ad hoc groups that allow public participation and comment.

RECOMMENDATIONS

In reviewing the conclusions of the Task Force Study, three recommendations emerge which we submit for ALA Council review and possible action. These are:

1. That ALA revise its policy statements related to Confidentiality of Library Records (rev. 1986) and Concerning Confidentiality of Personally Identifiable Information About Library Users (1991) in order to specifically and appropriately incorporate internet privacy.

2. That ALA develop model privacy policies, instructional materials, and privacy "best practices" documents for libraries.

3. That ALA urge that all libraries adopt a privacy statement on web pages and post privacy policies in the library which cover the issues of privacy in internet use as accessed through the library's services.

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948.
Amended February 2, 1961, and January 23, 1980,
inclusion of "age" reaffirmed January 23, 1996,
by the ALA Council.

Privacy

An Interpretation of the *Library Bill of Rights*

Introduction

Privacy is essential to the exercise of free speech, free thought, and free association. The courts have established a First Amendment right to receive information in a publicly funded library.[1] Further, the courts have upheld the right to privacy based on the Bill of Rights of the U.S. Constitution.[2] Many states provide guarantees of privacy in their constitutions and statute law.[3] Numerous decisions in case law have defined and extended rights to privacy.[4]

In a library (physical or virtual), the right to privacy is the right to open inquiry without having the subject of one's interest examined or scrutinized by others. Confidentiality exists when a library is in possession of personally identifiable information about users and keeps that information private on their behalf.[5]

Protecting user privacy and confidentiality has long been an integral part of the mission of libraries. The ALA has affirmed a right to privacy since 1939.[6] Existing ALA policies affirm that confidentiality is crucial to freedom of inquiry.[7] Rights to privacy and confidentiality also are implicit in the *Library Bill of Rights'*[8] guarantee of free access to library resources for all users.

Rights of Library Users

The *Library Bill of Rights* affirms the ethical imperative to provide unrestricted access to information and to guard against impediments to open inquiry. Article IV states: "Libraries should cooperate with all persons and groups concerned with resisting abridgement of free expression and free access to ideas." When users recognize or fear that their privacy or confidentiality is compromised, true freedom of inquiry no longer exists.

In all areas of librarianship, best practice leaves the user in control of as many choices as possible. These include decisions about the selection of, access to, and use of information. Lack of privacy and confidentiality has a chilling effect on users' choices. All users have a right to be free from any unreasonable intrusion into or surveillance of their lawful library use.

Users have the right to be informed what policies and procedures govern the amount and retention of personally identifiable information, why that information is necessary for the library, and what the user can do to maintain his or her privacy. Library users expect and in many places have a legal right to have their information protected and kept private and confidential by anyone with direct or indirect access to that information. In addition, Article V of the *Library Bill of Rights* states: "A person's right to use a library should not be denied or abridged because of origin, age, background, or views." This article precludes the use of profiling as a basis for any breach of privacy rights. Users have the right to use a library without any abridgement of privacy that may result from equating the subject of their inquiry with behavior.[9]

Responsibilities in Libraries

The library profession has a long-standing commitment to an ethic of facilitating, not monitoring, access to information. This commitment is implemented locally through development, adoption, and adherence to privacy policies that are consistent with applicable federal, state, and local law. Everyone (paid or unpaid) who provides governance, administration, or service in libraries has a responsibility to maintain an environment respectful and protective of the privacy of all users. Users have the responsibility to respect each others' privacy.

For administrative purposes, librarians may establish appropriate time, place, and manner restrictions on the use of library resources.[10] In keeping with this principle, the collection of personally identifiable information should only be a matter of routine or policy when necessary for the fulfillment of the mission of the library. Regardless of the technology used, everyone who collects or accesses personally identifiable information in any format has a legal and ethical obligation to protect confidentiality.

Conclusion

The American Library Association affirms that rights of privacy are necessary for intellectual freedom and are fundamental to the ethics and practice of librarianship.

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[1] Court opinions establishing a right to receive information in a public library include *Board of Education. v. Pico*, 457 U.S. 853 (1982); *Kreimer v. Bureau Of Police For The Town Of Morristown,* 958 F.2d 1242 (3d Cir. 1992); and *Reno v. American Civil Liberties Union*, 117 S.Ct. 2329, 138 L.Ed.2d 874 (1997).

[2] See in particular the Fourth Amendment's guarantee of "[t]he right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures," the Fifth Amendment's guarantee against self-incrimination, and the Ninth Amendment's guarantee that "[t]he enumeration in the Constitution, of certain rights, shall not be construed to deny or disparage others retained by the people." This right is explicit in Article Twelve of the Universal Declaration of Human Rights: "No one shall be subjected to arbitrary interference with his privacy, family, home or correspondence, nor to attacks upon his honour and reputation. Everyone has the right to the protection of the law against such interference or attacks." See: http://www.un.org/Overview/rights.html. This right has further been explicitly codified as Article Seventeen of the "International Covenant on Civil and Political Rights," a legally binding international human rights agreement ratified by the United States on June 8, 1992. See: http://www.unhchr.ch/html/menu3/b/a_ccpr.htm

[3] Eleven state constitutions guarantee a right of privacy or bar unreasonable intrusions into citizens' privacy. Forty-eight states protect the confidentiality of library users' records by law, and the attorneys

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general in the remaining two states have issued opinions recognizing the privacy of users' library records. See: http://www.ala.org/alaorg/oif/stateprivacylaws.html.

[4] Cases recognizing a right to privacy include: *NAACP v. Alabama*, 357 U.S. 449 (1958); *Griswold v. Connecticut*, 381 U.S. 479 (1965); *Katz v. United States*, 389 U.S. 347 (1967); and *Stanley v. Georgia*, 394 U.S. 557 (1969). Congress recognized the right to privacy in the *Privacy Act of 1974 and Amendments* (5 USC Sec. 552a), which addresses the potential for government's violation of privacy through its collection of personal information. The Privacy Act's "Congressional Findings and Statement of Purpose" state in part: "the right to privacy is a personal and fundamental right protected by the Constitution of the United States." See: http://caselaw.lp.findlaw.com/scripts/ts_search.pl?title=5&sec=552a.

[5] The phrase "Personally identifiable information" was established in ALA policy in 1991. See: *Policy Concerning Confidentiality of Personally Identifiable Information about Library Users* (http://www.ala.org/alaorg/oif/pol_user.html). Personally identifiable information can include many types of library records, for instance: information that the library requires an individual to provide in order to be eligible to use library services or borrow materials, information that identifies an individual as having requested or obtained specific materials or materials on a particular subject, and information that is provided by an individual to assist a library staff member to answer a specific question or provide information on a particular subject. Personally identifiable information does not include information that does not identify any individual and that is retained only for the purpose of studying or evaluating the use of a library and its materials and services. Personally identifiable information does include any data that can link choices of taste, interest, or research with a specific individual.

[6] Article Eleven of the *Code of Ethics for Librarians* (1939) asserted that "It is the librarian's obligation to treat as confidential any private information obtained through contact with library patrons." See: http://www.ala.org/alaorg/oif/1939code.html. Article Three of the current *Code* (1995) states: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted." See: http://www.ala.org/alaorg/oif/ethics.html.

[7] See these ALA Policies: *Access for Children and Young People to Videotapes and Other Nonprint Formats* (http://www.ala.org/alaorg/oif/acc_chil.html); *Free Access to Libraries for Minors* (http://www.ala.org/alaorg/oif/free_min.html); *Freedom to Read* (http://www.ala.org/alaorg/oif/freeread.html); *Libraries: An American Value* (http://www.ala.org/alaorg/oif/lib_val.html); the newly revised *Library Principles for a Networked World* (http://www.ala.org/oitp/prinintro.html); *Policy Concerning Confidentiality of Personally Identifiable Information about Library Users* (http://www.ala.org/alaorg/oif/pol_user.html); *Policy on Confidentiality of Library Records* (http://www.ala.org/alaorg/oif/pol_conf.html); *Suggested Procedures for Implementing Policy on the Confidentiality of Library Records* (http://www.ala.org/alaorg/oif/sugpolcn.html).

[8] Adopted June 18, 1948; amended February 2, 1961, and January 23, 1980; inclusion of "age" reaffirmed January 23, 1996, by the ALA Council. See: http://www.ala.org/work/freedom/lbr.html.

[9] Existing ALA Policy asserts, in part, that: "The government's interest in library use reflects a dangerous and fallacious equation of what a person reads with what that person believes or how that person is likely to behave. Such a presumption can and does threaten the freedom of access to information." *Policy Concerning Confidentiality of Personally Identifiable Information about Library Users* (http://www.ala.org/alaorg/oif/pol_user.html)

[10] See: *Guidelines for the Development and Implementation of Policies, Regulations and Procedures Affecting Access to Library Materials, Services and Facilities* (http://www.ala.org/alaorg/oif/pol_reg.html).

Adopted June 19, 2002, by the ALA Council.

FILE NO. 022047 RESOLUTION NO. 53-03

[Resolution opposing the USA PATRIOT Act and related Executive Orders]

Resolution opposing the USA PATRIOT Act and related Executive Orders.

WHEREAS, the City of San Francisco houses a diverse population, including citizens of other nations whose contributions to the community are vital to its character and function; and

WHEREAS, the United States Constitution guarantees all persons living in the United States fundamental rights including freedom of religion, speech, assembly and privacy; protection from unreasonable searches and seizures; due process and equal protection to any person; equality before the law and the presumption of innocence; access to counsel in judicial proceedings; and a fair, speedy and public trial; and,

WHEREAS, the USA PATRIOT Act signed by President George W. Bush on October 26, 2001 has a number of provisions that contradict the above mentioned inalienable rights and fundamentally alters the nature of our civil liberties while doing little to increase public safety; and,

WHEREAS, examples of the provisions of the USA PATRIOT Act and Executive Orders that may violate the Constitution and the rights and civil liberties of San Francisco residents are as follows:

- Significantly expands the government's ability to access sensitive medical, mental health, financial and educational records about individuals, and lowers the burden of proof required to conduct secret searches and telephone and internet surveillance

- Gives law enforcement expanded authority to obtain library records, and prohibits librarians from informing patrons of monitoring or information requests
- Gives the Attorney General and the Secretary of State the power to designate domestic groups, including religious and political organizations as "terrorist organizations"
- Grants power to the Attorney General to subject citizens of other nations to indefinite detention or deportation even if they have not committed a crime
- Authorizes eavesdropping of confidential communications between attorneys and their clients in federal custody
- Limits disclosure of public documents and records under the Freedom of Information Act; and

WHEREAS, Department of Justice interpretations of this Act and these Executive Orders particularly target Muslims, persons of Middle Eastern and South Asian descent and citizens of other nations, and thereby encouraging racial profiling by law enforcement and hate crimes by individuals in our community; now, therefore, be it

RESOLVED, that the City of San Francisco affirms its strong opposition to terrorism, but also affirms that any efforts to end terrorism not be waged at the expense of the fundamental civil rights and liberties of the people of San Francisco, the United States and other countries; and, be it

FURTHER RESOLVED, that the City of San Francisco affirms the rights of all people, including United States citizens and citizens of other nations, living within the City in accordance with the Bill of Rights and the Fourteenth Amendment of the U.S. Constitution; and, be it

FURTHER RESOLVED, that, to the extent legally possible, no City employee or department shall officially assist or voluntarily cooperate with investigations, interrogations, or

arrest procedures, public or clandestine, that are in violation of individuals' civil rights or civil liberties as specified in the above Amendments of the United States Constitution; and be it

FURTHER RESOLVED that the San Francisco Board of Supervisors calls upon all private citizens and organizations, including residents, employers, educators, and business owners, to demonstrate similar respect for civil rights and civil liberties, especially but not limited to conditions of employment and cooperation with investigations; and be it

FURTHER RESOLVED that the City and County of San Francisco call on our United States Representatives and Senators to monitor the implementation of the Act and Orders cited herein and actively work for the repeal of the Act and those Orders that violate fundamental rights and liberties as stated in the United States Constitution and its Amendments.

City and County of San Francisco

Tails

Resolution

City Hall
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4689

File Number: 022047 **Date Passed:**

Resolution opposing the USA PATRIOT Act and related Executive Orders.

January 13, 2003 Board of Supervisors — CONTINUED

Ayes: 11 - Ammiano, Daly, Dufty, Gonzalez, Hall, Ma, Maxwell, McGoldrick, Newsom, Peskin, Sandoval

January 21, 2003 Board of Supervisors — ADOPTED

Ayes: 9 - Ammiano, Daly, Dufty, Gonzalez, Ma, Maxwell, McGoldrick, Peskin, Sandoval
Noes: 1 - Hall
Absent: 1 - Newsom

File No. 022047

I hereby certify that the foregoing Resolution was ADOPTED on January 21, 2003 by the Board of Supervisors of the City and County of San Francisco.

Gloria L. Young
Clerk of the Board

Date Approved

Mayor Willie L. Brown Jr.

Date: January 31, 2003

I hereby certify that the foregoing resolution, not being signed by the Mayor within the time limit as set forth in Section 3.103 of the Charter, became effective without his approval in accordance with the provision of said Section 3.103 of the Charter.

Clerk of the Board

File No.
022047

APPENDIX F

LIBRARY COMMISSION RESOLUTION 2/03 as approved February 4, 2003

ESOLUTION OF THE SAN FRANCISCO PUBLIC LIBRARY COMMISSION PROTECTING LIBRARY USERS RIGHTS TO PRIVACY AND CONFIDENTIALITY

WHEREAS, the San Francisco Public Library Commission is deeply concerned about the ramifications of the Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001 (USA Patriot Act) as it affects the privacy of San Francisco Public Library users; and

WHEREAS, Sections 214 – 216 of the USA Patriot Act, give law enforcement agencies expanded authority to:

- Obtain library records
- Secretly monitor all electronic communication, and
- Prohibit libraries and librarians from informing users of such monitoring or information requests; and

WHEREAS, the San Francisco Public Library Commission is strongly opposed to terrorism, we also affirm that efforts to combat terrorism need not violate civil rights guaranteed under the First and Fourth Amendments to the Constitution of the United States; and

HEREAS, public libraries, and specifically the San Francisco Public Library, champion intellectual freedom and must guard library users' rights to privacy in the exercise of that freedom, and must safeguard the civil liberties that have gone hand in hand with the San Francisco Public Library's role in the community; and

WHEREAS, the American Library Association's (ALA) Library Bill of Rights, affirmed as policy by the San Francisco Library Commission in January 1998, asserts that:

- Libraries should challenge censorship in the fulfillment of their responsibility to provide information; and
- Libraries should resist abridgement of free expression and free access to ideas; and
- The "Shadow of Fear" caused by government intrusion into library records breeds self-censorship; and

WHEREAS, the San Francisco Library Commission honors the diversity of San Francisco's people, cherishes the richness this diversity brings, and is offended by targeting or profiling any particular racial, ethnic, cultural, political, or religious group in government investigations; and

WHEREAS, it is the responsibility of public libraries and librarians, as guardians of the public's freedom to read and right to access information, to contest encroachments upon those freedoms by individuals, groups, or the government; and

WHEREAS, the San Francisco Board of Supervisors has adopted a resolution directing City departments to avoid any abridgment of San Franciscans' constitutional rights that could result from law enforcement use of provisions of the USA Patriot Act; and

WHEREAS, the American Library Association has also adopted a resolution in opposition to the USA Patriotic Act; now therefore, be it

RESOLVED, that the San Francisco Public Library Commission stands firmly behind the principles of the public's right to access information and freedom to read; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission views the right to seek and receive information as inherent in the exercise of freedom of speech, and that the Commission views any attempt to obstruct expression and exploration as a violation of the spirit and practice of intellectual freedom that amounts to censorship; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission supports the American Library Association (ALA) guidelines to avoid creating and maintaining unnecessary records. Specifically the San Francisco Public Library Commission supports the San Francisco Public Library's administrative policies that champion the confidentiality of user records and agree with the Library's regular practice of purging user files and circulation records; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission supports the City Librarian's instructions to library staff as a result of recent developments to refer any requests from law enforcement agencies to the City Librarian's Office; and be it

FURTHER RESOLVED that the San Francisco Public Library Commission encourages the City Librarian to take steps to strengthen the Library's circulation and electronic systems and processes to further protect user privacy; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission joins with the American Library Association, the San Francisco Board of Supervisors and San Francisco 's citizens to prevent breaches of user privacy and the disruption of library users' First and Fourth Amendment rights;and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission encourages the San Francisco Public Library to take an active role in clarifying these issues and educating all parties in the interest of the right to know, the right to access, and the freedom to read; and be it

FURTHER RESOLVED, that the San Francisco Public Library Commission opposes Sections 214 – 216 of the USA Patriot Act and supports the efforts of the American Library Association and the San Francisco Board of Supervisors to address the broad scope of civil rights violations engendered by certain provisions of the USA Patriot Act

San Francisco Public Library

San Francisco Public Library Privacy Policy

Change from prior draft: Numbering sequence of subjects modified to conform to sequence of subjects in Privacy Policy

Staff Procedures:

1. Requests made to staff by law enforcement for Library records are to be immediately referred to the Office of the City Librarian.
2. Staff will post signs in any library facility using RFID informing the public that RFID technology is in use and the types of usage. The sign will include a statement of protection of privacy and will explain how RFID works in the library, as well as the potential privacy risks related to RFID use in the library.
3. Future *View Your Record* features will be implemented only if those features comply with current user controls (no administrative access and user option to select and delete information).
4. Requests made to staff by representatives of the federal government under the USA PATRIOT Act are to be immediately referred to the Office of the City Librarian, who will refer the request to the Board of Supervisors.

June 17, 2004

San Francisco Public Library

WHEREAS, Susan Hildreth, who has served as City Librarian for the City of San Francisco since 2001, has established a legacy of major accomplishments during her tenure at the San Francisco Public Library; and

WHEREAS, the city of Tucson, Arizona has the good fortune to have recruited Susan Hildreth to direct the Tucson-Pima Public Library; and

WHEREAS, Ms. Hildreth has improved and enriched the San Francisco Public Library system since 1998, serving first as Deputy City Librarian, as Acting City Librarian since 1999, and permanently appointed as City Librarian in 2001; and

WHEREAS, she was the driving force behind development of a new three-year Strategic Plan, approved by the Library Commission in 2003; and

WHEREAS, under the leadership of Susan Hildreth, a $106 million bond measure to seismically renovate and rejuvenate nineteen branch libraries and build five new libraries was overwhelmingly approved by San Francisco voters in 2000; and

WHEREAS, she led the way to a successful implementation in 2003 of a new, improved online library system which provides access to library resources to users in multiple languages; and

WHEREAS, Susan Hildreth has been actively involved in a leadership capacity in a wide range of professional association activities, including serving as delegate to the White House Conference on Libraries, elected to multiple California Library Association offices, including Member of the Year, Treasurer, Bond Task Force Chair, Vice President and President, and elected to the American Library Association Council; now

THEREFORE BE IT RESOLVED that the San Francisco Public Library Commission hereby extends its sincere admiration and appreciation to Susan Hildreth for her dedicated, conscientious and thoughtful leadership of the San Francisco Public Library, thanks her for exceptional service to the City and County of San Francisco, and wishes her all the best in her future endeavors.

In Witness Whereof, I have hereunto
set my hand and caused the seal of the
San Francisco Public Library Commission
to be affixed.

CHARLES A. HIGUERAS, A.I.A.
PRESIDENT
JUNE 17, 2004

AGENDA ITEM #7

RETIREES TO BE RECOGNIZED AT THE JUNE 17, 2004 PUBLIC LIBRARY COMMISSION MEETING

CAROL COON
PAT HALL
MARILYN THIEME
MARGARET WYATT

ADDED AFTER THE AGENDA WAS POSTED

EMILY BOYLES
JUDITH FARIA
Nancy Wortman

Agenda item number 8

Staff Executive Search Committee
(San Francisco Public Library)

Order of Ranking

1. The Hawkins Company
   5455 Wilshire Blvd., Suite 1406
   Los Angeles, CA 90036

2. PS Executive Search
   241 Lathrop Way
   Sacramento, CA 95815

3. Bob Murray & Associates
   735 Sunrise Ave., Suite 145
   Roseville, CA 95661

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CITY LIBRARIAN CODE: 3670

CHARACTERISTICS OF THE CLASS:

Subject to the policy determination of the library commission, has charge of and is responsible for the administration and operation of the public library department; plans and directs the activities of professional and non-professional library personnel in connection therewith; and performs related duties as required.

Requires major responsibility for: coordinating, developing and executing policies and methods relating to the administration of the library system; continuing personal contacts with employees, representatives of organizations and groups involving discussion, explanation and interpretation of professional library policy, methods, rules and regulations; directing the preparation, review and approval of operational and technical records and reports.

EXAMPLES OF DUTIES:

1. Directs the activities of all departments and branch libraries in the library system, including the assignment and training of personnel.
2. Directs the preparation of library department budget and is responsible for the expenditure of all funds; administers the upkeep and maintenance of library property.
3. Prepares or directs the preparation of a wide variety of reports on library operations for city and state officials and outside professional organizations; answers professional and technical inquiries on public library policies and procedures; organizes various cultural and literary functions.
4. Plans development and expansion programs for the library system; consults with and discusses development programs with city officials, civic leaders, architects and contractors.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, supplemented by completion of a prescribed course in library science in a library school accredited by the american library association.

Requires at least ten years of progressively responsible professional library experience, including five years of responsible supervisory and administrative experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: the principles and practices of librarianship, including the problems and procedures involved in operating a reader services program through a branch library system, and the technical services such as cataloging, reference work, and bibliography connected with such a program; the principles of organization, administration, and management; a modern library plant and equipment.

Requires considerable ability to: plan, organize, and direct a comprehensive program for providing library services in a large metropolitan library system; analyze community needs and embody conclusions in specific plans for modifying or extending reader services; effectively evaluate book collection needs in the system; prepare and supervise the preparation of publicity material; determine the plant, equipment and staffing requirements and formulate budget recommendations and justifications on the basis thereof; work effectively with the public, other professional staff members and professional people from other agencies.

License: Requires possession of a valid certificate as issued by an accredited school of library science.

PROMOTIVE LINES:

No normal lines of promotion - class exempt from examination.

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